

Transcript: Estefania

Acevedo-5753064682995712-5180252712910848

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Okay, my name is Jacob. So uh, I don't really speak English good. Mm-hmm. But I can try to, to make you understand what I want to say. Okay. Uh, I called you because I want to know more about, uh, my medical card. Okay. Because it looks like I can use this card only for preventive service only. Mm-hmm. So, it means that I can't use this card if I am sick and I want to- Correct. ... uh. Okay, yeah. I can check. Um, what staff and agency do you work for? Sarge. Sarge? Okay. Okay, one second. And then what are the last four of your Social? 0432. And your first and last name? Jacob Kamwanga. Okay. For security purposes, can you please verify your birthday and your, um, address please? Yeah. Uh, my birthday is October 6th, 2000 and, uh- Mm-hmm. ... my, my address, um, this, it, I think it is my old address because I just, um, move in. Okay. Do, what- This, this address. Do you remember the old address? So the old address is 8226 Brickness Drive. Uh-huh. House or apartment? Sorry? Um, house or apartment? The apartment. Uh-huh. What number? Number is 8226 Brickness Drive. And the city and state? The city is, uh, Florence, Kentucky. Okay. Okay. Did you want me to update your address? Yes. Mm-hmm. What's the new address? My new address... Let me check here correctly. One second please. Mm-hmm, yes, sir. Um, okay. My new address is 105 International, International Lane. Uh-huh. Fort Mitchell, Kentucky. And the zip code? The zip code is 41017. Thank you. And the apartment is one. Okay. And then you said it's Fort Mitchell, Kentucky? Sorry? You said the city was Fort Mitchell? Yeah. Okay, thank you. Your eng- your English is actually very good . I can understand you. Let me see. Um, give me one second. Sorry, my computer's kind of slow. Let's see. Okay. So I have updated your address. That has been updated. Oh, yeah, and I'm sorry, what was the apartment number again? One. Apartment one? Okay. And then I have 513-503-2606 as your phone number. Is that still correct? Yes. Yes. And then I have, um, your last name, your first name, the number two, @icloud.com. Is that still a good email? Yes. Okay. And yeah, you are 100% correct. That is a, only a preventative plan. So they do auto enroll their new employees into this plan. If you don't call to opt out within the 30 days of receiving your first check, they do automatically enroll you into this plan called the MEC Telara Rep, which is only a preventative plan for preventative services, which would be, like, a physical, some vaccines, some STD and cancer screenings, and even some counseling. However, the MEC Telara Rep plan that you've been enrolled into does not cover doctor visits if sick, hospital visits if injured, urgent care, emergency rooms, nor surgeries. So it's only for your preventative services. Um, and with the plan that you do have, it does require you to only use their clinics and doctors, um, to be covered. So it is important that you stay within the network. Um, it looks like you're already outside of your company open enrollment. So if you do want to change the plan or get more plans or add additional ones, you would have to wait for the next company open enrollment,

which is in the month of August. Okay. No problem. Thank you. You're welcome. Did you have any other questions though? No. No, it was just that? Okay. And then to find providers, you just have to call that number that's on the card that says MultiPlan, and it ends in 1403. That's who you would call to find out where you can go for you to receive coverage. Mm-hmm. Mm-hmm. Okay. Thank you. Goodbye. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Okay, my name is Jacob. So uh, I don't really speak English good.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I can try to, to make you understand what I want to say.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I called you because I want to know more about, uh, my medical card.

Speaker speaker_0: Okay.

Speaker speaker_1: Because it looks like I can use this card only for preventive service only.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, it means that I can't use this card if I am sick and I want to-

Speaker speaker_0: Correct.

Speaker speaker_1: ... uh.

Speaker speaker_0: Okay, yeah. I can check. Um, what staff and agency do you work for?

Speaker speaker_1: Sarge.

Speaker speaker_0: Sarge? Okay. Okay, one second. And then what are the last four of your Social?

Speaker speaker_1: 0432.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jacob Kamwanga.

Speaker speaker_0: Okay. For security purposes, can you please verify your birthday and your, um, address please?

Speaker speaker_1: Yeah. Uh, my birthday is October 6th, 2000 and, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... my, my address, um, this, it, I think it is my old address because I just, um, move in.

Speaker speaker_0: Okay. Do, what-

Speaker speaker_1: This, this address.

Speaker speaker_0: Do you remember the old address?

Speaker speaker_1: So the old address is 8226 Brickness Drive.

Speaker speaker_0: Uh-huh. House or apartment?

Speaker speaker_1: Sorry?

Speaker speaker_0: Um, house or apartment?

Speaker speaker_1: The apartment. Uh-huh.

Speaker speaker_0: What number?

Speaker speaker_1: Number is 8226 Brickness Drive.

Speaker speaker_0: And the city and state?

Speaker speaker_1: The city is, uh, Florence, Kentucky.

Speaker speaker_0: Okay. Okay. Did you want me to update your address?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_0: What's the new address?

Speaker speaker_1: My new address... Let me check here correctly. One second please.

Speaker speaker_0: Mm-hmm, yes, sir.

Speaker speaker_1: Um, okay. My new address is 105 International, International Lane.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Fort Mitchell, Kentucky.

Speaker speaker_0: And the zip code?

Speaker speaker_1: The zip code is 41017.

Speaker speaker_0: Thank you.

Speaker speaker_1: And the apartment is one.

Speaker speaker_0: Okay. And then you said it's Fort Mitchell, Kentucky?

Speaker speaker_1: Sorry?

Speaker speaker_0: You said the city was Fort Mitchell?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. Your eng- your English is actually very good . I can understand you. Let me see. Um, give me one second. Sorry, my computer's kind of slow. Let's see. Okay. So I have updated your address. That has been updated. Oh, yeah, and I'm sorry, what was the apartment number again?

Speaker speaker_1: One.

Speaker speaker_0: Apartment one? Okay. And then I have 513-503-2606 as your phone number. Is that still correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: And then I have, um, your last name, your first name, the number two, @icloud.com. Is that still a good email?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And yeah, you are 100% correct. That is a, only a preventative plan. So they do auto enroll their new employees into this plan. If you don't call to opt out within the 30 days of receiving your first check, they do automatically enroll you into this plan called the MEC Telara Rep, which is only a preventative plan for preventative services, which would be, like, a physical, some vaccines, some STD and cancer screenings, and even some counseling. However, the MEC Telara Rep plan that you've been enrolled into does not cover doctor visits if sick, hospital visits if injured, urgent care, emergency rooms, nor surgeries. So it's only for your preventative services. Um, and with the plan that you do have, it does require you to only use their clinics and doctors, um, to be covered. So it is important that you stay within the network. Um, it looks like you're already outside of your company open enrollment. So if you do want to change the plan or get more plans or add additional ones, you would have to wait for the next company open enrollment, which is in the month of August.

Speaker speaker_1: Okay. No problem. Thank you.

Speaker speaker_0: You're welcome. Did you have any other questions though?

Speaker speaker_1: No.

Speaker speaker_0: No, it was just that? Okay. And then to find providers, you just have to call that number that's on the card that says MultiPlan, and it ends in 1403. That's who you would call to find out where you can go for you to receive coverage.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Thank you. Goodbye.

Speaker speaker_0: You're welcome. Have a nice day.