

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit in a Card. My name is Stephanie. How may I assist you? Yes, um, my name is, uh, Jerry Postell. I, um, have insurance with y'all and, um, I want to see how exactly, um, like do, does my insurance from a medic, uh, really pay for, um, emergency visits to the emergency room? Okay, I can check. Um, what staffing agency do you work for? I work for MAU. And then what are the last four of your Social? 7-0-1-6. And your first and last name, please? First name is Jerry, J-E-R-R-Y. Last name is Postell, P-O-S-T-E-L-L. Okay. For security purposes, can you verify your address and your date of birth? My date of birth is 7th month, 20th day, 57 year. My address is 234 Seneca Circle, Town Falls, South Carolina. Okay. Is 864-378-0332 your phone number? Yes. I have wanepostell@gmail.com. Is that up to date? Yes. What, what, which one did you have? Uh, it's wanepostell@gmail.com. Oh, no. We, um, I changed it. It's, um- Mm-hmm. ... it's saderiap@gmail.com. I'm sorry. Can you say that again? Saderiap@gmail.com. Okay, thank you. Okay, sir. So, you currently have, um, the MEC Enhance, which that one covers your preventative services, which would be like one physical visit, some vaccinations, some STD and cancer screenings, and it also covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. Um, so yeah. You do have... You could go to the doctor with that plan. Yeah, but I, um, for some reason I had to, um, try to... I gave my information to the, uh, emergency room and they said they didn't, um, said that, uh, my insurance didn't cover it or something. So, were you... So with the plan that you have, you are required to stay within the network. So, you probably got out of the network and that's why you got told that. So, with the MEC Enhance, you do have to stay within the network to receive coverage. So, you would have to contact MultiPlan to... And then they could provide the list of preferred providers that take that plan that you have. Okay. Uh, is it... Um, I got the one on my phone but, uh, is there any way that y'all could, uh, send me a, a physical, uh, insurance card? Uh, you didn't it? Excuse me? You never received it? No, I never received it. I, I mean, I never... I was looking- Okay. Yes. 'Cause I don't know if like, I know we got new mail carriers around the area, but usually if your mail go to somebody else mailbox, they'll give it- Oh. ... you know, they say mail, but I looked when I look and I, I know the last time it was like 15 or well, you know, business days and everything. And I was looking and I, I never received it. Okay. Yeah. I can put a request for you to get it. Um, but you do, for like the carriers, you do have to contact MultiPlan. Since the plan that you have requires you to stay within the network, you just gotta make sure that, um, you are within the network to receive coverage 'cause it does cover emergency rooms, but you probably went out of the, out of the network and that's why y'all got told that. Um, do you need that phone number by any chance? 'Cause I can give it to you and I believe it's on your card as well. Yeah, when you sent me the card but yeah, I can get it. And, um, yeah, you can give me the number. I don't have nothing to write with but I can put it in my phone. Okay. Yes. You can

give me the number. Let me know when you're ready. All right. Hold on one second. Hello? Yes, sir. All right. You can give it to me. So, the phone number is 800-457-1403. 800-457-1403. Yes, sir. And that's the number that you would contact to find a list of preferred providers that take the MEC Enhance. Since you are required to stay within the network, you probably got told that because, um, they weren't part of the network. Okay. And, uh, so, uh, would y- when y'all send the card out, would you send it out today or tomorrow? That way I can be checking my mailbox or have somebody to check it for me and make sure it, it I believe it takes... I believe it takes probably like 7 to 10 days for you to receive that card. Um, but I can go ahead and request it to the carrier. Okay. Is, is that the address that it's going to, the 234 Seneca? Yes, ma'am. Okay. I'll go ahead and put in that request. Um, while I do that just because our call volume has been high, do you mind getting put in brief hold just so that I'm sure that I can go ahead and send that email? Okay. I will. Okay. I'll be right back. All right. I'm sorry. I just want to make sure that I got the right email. What was that email again? Um, sadiripa... Hold on. sadiripa@gmail.com. Okay. Is that S-A-R-I-A? That's S-A-D-I-R-I-A. Okay. P- Uh-huh. @gmail.com? Yes, ma'am. Okay. Okay, I have S-A-D-I-R-I-A-P- Mm-hmm. @gmail.com, and then- Right. ... I'm about to send it right now. And then, with the plan that you have, you have two different carriers, okay? So for your actual doctor visits, which would be considered like urgent care, emergency room, doctor visits at the hospital visits, that's going to be through American Public Wise, the carrier. And for your preventative side, which would be considered like your annuals, your physicals, your vaccines, your checkups, that would be through 90 degrees. So the first card that you're going to see is for your actual doctor visits and then the second one would be for your, like, checkups and your annuals. It's going to say 90 Degrees for that, for that one. Um, but the one you need is the one that says APL. So I'm going to go ahead and send it, and I went ahead and sent it to you. Do you mind checking to see that you did receive it? Okay. Oh, yeah. And then that number that I just gave you is on that same email. Just in case you lose it, I've put it on the email as well. Okay. All right. Yeah. And so all you have to do... Uh-huh. Yeah, and so- I'm sorry. Um, excuse me. Sorry to bother you with that. So the one that you mailed to my, to my address, it'll be about 10 days? Yeah. The physical, for the physical one, but I went ahead and sent the card to your email. And then, um- Okay. ... I put that number in there that you need to contact to find the list of prov- for providers. But yeah, it should take like maybe one or two weeks for you to get the physical one. Okay. And, um, what's your name again? My name is Stephanie. Stephanie. I got a neat name, Stephanie. Thank you, Stephanie. You've been so very helpful and I appreciate you. You're welcome. Have a nice day. Um, so yeah- Okay. ... I would just be waiting for that card. But at any time you're able to go to the doctor 'cause either way you have it on the email. Right. You just have to contact at MultiPlan Network since it does require you to stay within the network. Okay. All right then. Thank you so much. You're welcome. Have a nice day. You the same.

Conversation Format

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

Speaker speaker_1: Yes, um, my name is, uh, Jerry Postell. I, um, have insurance with y'all and, um, I want to see how exactly, um, like do, does my insurance from a medic, uh, really pay for, um, emergency visits to the emergency room?

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

Speaker speaker_1: I work for MAU.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 7-0-1-6.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: First name is Jerry, J-E-R-R-Y. Last name is Postell, P-O-S-T-E-L-L.

Speaker speaker_0: Okay. For security purposes, can you verify your address and your date of birth?

Speaker speaker_1: My date of birth is 7th month, 20th day, 57 year. My address is 234 Seneca Circle, Town Falls, South Carolina.

Speaker speaker_0: Okay. Is 864-378-0332 your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: I have wanepostell@gmail.com. Is that up to date?

Speaker speaker_1: Yes. What, what, which one did you have?

Speaker speaker_0: Uh, it's wanepostell@gmail.com.

Speaker speaker_1: Oh, no. We, um, I changed it. It's, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... it's saderiap@gmail.com.

Speaker speaker_0: I'm sorry. Can you say that again?

Speaker speaker_1: Saderiap@gmail.com.

Speaker speaker_0: Okay, thank you. Okay, sir. So, you currently have, um, the MEC Enhance, which that one covers your preventative services, which would be like one physical visit, some vaccinations, some STD and cancer screenings, and it also covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. Um, so yeah. You do have... You could go to the doctor with that plan.

Speaker speaker_1: Yeah, but I, um, for some reason I had to, um, try to... I gave my information to the, uh, emergency room and they said they didn't, um, said that, uh, my insurance didn't cover it or something.

Speaker speaker_0: So, were you... So with the plan that you have, you are required to stay within the network. So, you probably got out of the network and that's why you got told that.

So, with the MEC Enhance, you do have to stay within the network to receive coverage. So, you would have to contact MultiPlan to... And then they could provide the list of preferred providers that take that plan that you have.

Speaker speaker_1: Okay. Uh, is it... Um, I got the one on my phone but, uh, is there any way that y'all could, uh, send me a, a physical, uh, insurance card?

Speaker speaker_0: Uh, you didn't it?

Speaker speaker_1: Excuse me?

Speaker speaker_0: You never received it?

Speaker speaker_1: No, I never received it. I, I mean, I never... I was looking-

Speaker speaker_0: Okay. Yes.

Speaker speaker_1: 'Cause I don't know if like, I know we got new mail carriers around the area, but usually if your mail go to somebody else mailbox, they'll give it-

Speaker speaker_0: Oh.

Speaker speaker_1: ... you know, they say mail, but I looked when I look and I, I know the last time it was like 15 or well, you know, business days and everything. And I was looking and I, I never received it.

Speaker speaker_0: Okay. Yeah. I can put a request for you to get it. Um, but you do, for like the carriers, you do have to contact MultiPlan. Since the plan that you have requires you to stay within the network, you just gotta make sure that, um, you are within the network to receive coverage 'cause it does cover emergency rooms, but you probably went out of the, out of the network and that's why y'all got told that. Um, do you need that phone number by any chance? 'Cause I can give it to you and I believe it's on your card as well.

Speaker speaker_1: Yeah, when you sent me the card but yeah, I can get it. And, um, yeah, you can give me the number. I don't have nothing to write with but I can put it in my phone.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes. You can give me the number.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: All right. Hold on one second. Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. You can give it to me.

Speaker speaker_0: So, the phone number is 800-457-1403.

Speaker speaker_1: 800-457-1403.

Speaker speaker_0: Yes, sir. And that's the number that you would contact to find a list of preferred providers that take the MEC Enhance. Since you are required to stay within the

network, you probably got told that because, um, they weren't part of the network.

Speaker speaker_1: Okay. And, uh, so, uh, would y- when y'all send the card out, would you send it out today or tomorrow? That way I can be checking my mailbox or have somebody to check it for me and make sure it, it

Speaker speaker_0: I believe it takes... I believe it takes probably like 7 to 10 days for you to receive that card. Um, but I can go ahead and request it to the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: Is, is that the address that it's going to, the 234 Seneca?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll go ahead and put in that request. Um, while I do that just because our call volume has been high, do you mind getting put in brief hold just so that I'm sure that I can go ahead and send that email?

Speaker speaker_2: Okay. I will.

Speaker speaker_0: Okay. I'll be right back.

Speaker speaker_2: All right.

Speaker speaker_0: I'm sorry. I just want to make sure that I got the right email. What was that email again?

Speaker speaker_2: Um, sadiripa... Hold on. sadiripa@gmail.com.

Speaker speaker_0: Okay. Is that S-A-R-I-A?

Speaker speaker_2: That's S-A-D-I-R-I-A.

Speaker speaker_0: Okay. P-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: @gmai.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. Okay, I have S-A-D-I-R-I-A-P-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: @gmai.com, and then-

Speaker speaker_2: Right.

Speaker speaker_0: ... I'm about to send it right now. And then, with the plan that you have, you have two different carriers, okay? So for your actual doctor visits, which would be considered like urgent care, emergency room, doctor visits at the hospital visits, that's going to be through American Public Wise, the carrier. And for your preventative side, which would

be considered like your annuals, your physicals, your vaccines, your checkups, that would be through 90 degrees. So the first card that you're going to see is for your actual doctor visits and then the second one would be for your, like, checkups and your annuals. It's going to say 90 Degrees for that, for that one. Um, but the one you need is the one that says APL. So I'm going to go ahead and send it, and I went ahead and sent it to you. Do you mind checking to see that you did receive it?

Speaker speaker_2: Okay.

Speaker speaker_0: Oh, yeah. And then that number that I just gave you is on that same email. Just in case you lose it, I've put it on the email as well.

Speaker speaker_2: Okay. All right. Yeah.

Speaker speaker_0: And so all you have to do... Uh-huh.

Speaker speaker_2: Yeah, and so-

Speaker speaker_0: I'm sorry.

Speaker speaker_2: Um, excuse me. Sorry to bother you with that. So the one that you mailed to my, to my address, it'll be about 10 days?

Speaker speaker_0: Yeah. The physical, for the physical one, but I went ahead and sent the card to your email. And then, um-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I put that number in there that you need to contact to find the list of prov- for providers. But yeah, it should take like maybe one or two weeks for you to get the physical one.

Speaker speaker_2: Okay. And, um, what's your name again?

Speaker speaker_0: My name is Stephanie.

Speaker speaker_2: Stephanie. I got a neat name, Stephanie. Thank you, Stephanie. You've been so very helpful and I appreciate you.

Speaker speaker_0: You're welcome. Have a nice day. Um, so yeah-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I would just be waiting for that card. But at any time you're able to go to the doctor 'cause either way you have it on the email.

Speaker speaker_2: Right.

Speaker speaker_0: You just have to contact at MultiPlan Network since it does require you to stay within the network.

Speaker speaker_2: Okay. All right then. Thank you so much.

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

Speaker speaker_2: You the same.