

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey there, Stephanie. Um, I have a couple of questions here. So, I'm trying to log in. I just got this Benefits in a Card thing. Mm-hmm. And I'm trying to, one, log into the FreeRx thing. And it's saying that there's already a Social Security number entered with it, and I haven't registered anything yet. Okay. And then what was your other question? My other question is, um, I want to... I have to get a few things, um, done w- in, in Georgia when I'm home. And I just got this plan and, um, I was hoping to see if I could go to, you know, get my check-up, my like physical. I need to go to the dermatologist and I want to get a colonoscopy for the first time. So just stuff like that. Okay. So I have to see- And I don't know what to do. ... what plans you have to see if that- Okay. ... um, preventative care is covered. Uh, what staff and agency do you work for? Creative Circle. And then what are the last four of your Social? 7101. And your first and last name? Michael D Barbano. Um, for security purposes, can you verify your address and date of birth? 505 East 20th Street, um, S- East Savannah, Georgia 31401, and my birthday is 7/22/1977. 404-775-9759 is your phone number. 9759, yep. And I have mdyourlastname@gmail.com. Is that up to date? Yes, that's right. Okay. And then, um, so you have a MEC TeleRx, so that plan does cover your preventative services which is like physicals and vaccines, STD and cancer screenings. Um, to find providers, you would have to call the, um, the number that ends in 1403 which is on your card. And then they would guide you where to go. And then regarding the colonoscopy, um- Mm-hmm. ... I would call 90 Degrees just to verify that that is something that they cover. Um- What is 90 Degrees? ... and that number... 90 Degrees is the carrier of the plan that you have. They would be able to answer. Whenever you have questions regarding if certain visits are covered, you... who you always call is actually the carrier. Um, we'll be happy to transfer you, but that would be who would answer those questions. And then to find the providers, you would have to call the number that ends in 1403, which I have both of those numbers if you need them. Okay, so let's do, um, the 90 Degrees- So for question... Mm-hmm. ... and it's covered. So for questions regarding services, to know if they're covered or not under the plan that you have, you call 90 Degrees, which is 800- Mm-hmm. ... 833- Uh-huh. ... 4296, option one. Okay. They would be able to answer that. And then to find the providers, 'cause you do have to stay within network with the plan that you have to receive coverage. Uh-huh. To find the providers, you call 800- Mm-hmm. ... 457- Okay. ... 1403. And, um, I also have a website if you want that. Uh, I mean, I should have it on my card here, right? It's, uh, MEC Coverage? Yes. Um, but that's not... That's the name of the plan that you have. Okay. So it's going to be C as in Charlie- Okay. L as in Long, A as in Alpha- Okay. ... R as in Romeo, I as in Ice cream- Mm-hmm. ... T as in Tom- Okay. ... E as in Echo- Okay. ... V as in Victor.com. Got it. So you can either go to the website or call the number. Um, whatever. But I, I would call the number just in case. I think

it's- Querative, and that's for providers? Yes. Mm-hmm. That's the website. And then the number that you need- Do I just type in my ZIP code? I'm not really sure if you have to type your ZIP code for that. Um, but I know that's the, the page that you would go to to find a list of providers. And then the one that ends in 1403 is the number that you would call, and they would give you a list o- of providers as well. So what am I calling 90 Degrees for? 90 Degrees is a- You want to know... So you asked if a colonoscopy is something that they covered, right? Right. They can answer that 'cause I don't have the list of all the preventative services that- Oh. ... an MEC covers. So that's why I said that would be something that 90 Degrees, who's the carrier- Mm-hmm. ... would answer, just so that you're sure, just so you won't- Okay. ... go... tell you that it's not covered. Do I have the Insured Plus plan? You... No, you actually only have the MEC TeleRx, which is your preventive plan. I have MEC TeleRx? Mm-hmm. That's the only plan that you have, and it looks like you pay a weekly deduction of \$15.63 for it. That's right. Okay. So, can you help me here? I'm trying to register for my FreeRx or whatever, and it's saying my Social has already been used. Okay. So that's something I would have to email our, um, help desk regarding to, regarding the FreeRx, you having difficulty signing in. So I would have to email them.... and let them know that you're saying that a Social Security number already exists, and you haven't registered, right? No, I haven't registered. And then is your, like, email correct still, ngvebelastname@gmail.com? 'Cause I'm gonna get asked all of that. Yeah. Is that my... Yeah, that my, um... Yeah, I've never done this before. I've never registered that before. It says- Okay. Yeah, so I'll send them a email letting them know that it's giving you that error saying that your Social Security number already exists. Is that the only thing that it's saying? Yeah. In a- When you're trying to register? Mm-hmm. So, like, member login doesn't recognize me, and then, um, and then first timers doesn't recognize me. It says it's already being used, and I've never used this before. You said it's called first timers? Okay. It says, like, first or whatever, like... find, uh, y- whatever it's called, like first member sign up. Okay. So, let's see. It says first register is, like, the last few things. So it's, like, members and then first register, so it takes me to that. That's what says my Social Security doesn't work. And then it says for the login for existing members portal, so I type in, uh, you know, my email address. I don't have a password, so, so it says, like, unrecognizable. So yeah, I can't log up. Okay. So I'll definitely be sending them that email, and most likely- Mm-hmm. ... I'ma reach you back tomorrow 'cause it does take 24 hours for them to review all of this. And then I'll be calling you at that 404-775-9759 number, letting you know what they inform me. But they should be able to take care of this part, the free RX. And then with the other stuff regarding your- Uh-huh. ... colonoscopy and physical, you just have to call 90 degrees, which is the one that ends in 1496. Okay. And to find a provider, you call 1403 or go to that website. But I'll be- And then- ... letting them know regarding your free RX. Can I call my existing doctors too and say, "Do you take MEC?" Correct. Yes. Or, I mean, do I say 90 degrees? So, so you can ask them if... Um, you would actually, I believe who you actually would have to ask that question to is the 1403 number. Oh, don't call my, like, doctor and ask? You can, but, um, I wouldn't honestly call... Let me just verify, but I believe you actually have to call 1403, and they will let you know if they're within the network or not. Okay. Okay. Give me one second. Let me just verify. Okay. Yeah, so who you do have to contact is the number that I gave you that ends in 1403. They would be able to let you know if that doctor's within the network or not. Okay. All right. Well, thanks so much. I'll call them after I call the 90 Degree place. Mm-hmm. And my carrier is 90 Degree. Correct. And I say my, my plan is

MEC-TeleRX. R- correct. Yes, sir. Okay. Yeah, if you can help me out with this, um, prescription- It's free RX. ... then I appreciate it. And also- Okay. Yes, sir. ... um, it looks like I've been paying out of my paycheck since the first week of February, but I needed it to come out the first week of March, not even. Is there any way that I can contact billing and get them to put these weekly payments that I've been making, like, unknowingly for the next few weeks? So we don't do refunds. These are weekly deductions that your staffing agency does. We don't actually work in creative circles. Right. So they make a deduction and then we receive it. But, uh, with this insurance, you wouldn't be able to get a refund for February. I just wanted to... So I should have told them, or they made the mistake, like, this should have been mine. 'Cause who, who... For you to be active in general- Mm-hmm. Mm-hmm. ... your staffing agency has to start doing the very first deduction. Once they do the first deduction, the following Monday- Mm-hmm. ... your plan becomes active. Ah. Yes, sir. So maybe I shouldn't have called and inquired about it until I didn't have insurance. Okay. All right. I messed up. All right. Well, hopefully I'm able to see a doctor and get my medicine. Yes, sir. And then I'm gonna go ahead and email the, um, main office regarding your free RX. Okay. So you should hear back from me tomorrow. Okay. Thank you so much. You're welcome. I hope you have a great day. Have a good day. You too. Thank you.

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: Hey there, Stephanie. Um, I have a couple of questions here. So, I'm trying to log in. I just got this Benefits in a Card thing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm trying to, one, log into the FreeRx thing. And it's saying that there's already a Social Security number entered with it, and I haven't registered anything yet.

Speaker speaker_0: Okay. And then what was your other question?

Speaker speaker_1: My other question is, um, I want to... I have to get a few things, um, done w- in, in Georgia when I'm home. And I just got this plan and, um, I was hoping to see if I could go to, you know, get my check-up, my like physical. I need to go to the dermatologist and I want to get a colonoscopy for the first time. So just stuff like that.

Speaker speaker_0: Okay. So I have to see-

Speaker speaker_1: And I don't know what to do.

Speaker speaker_0: ... what plans you have to see if that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, preventative care is covered. Uh, what staff and agency do you work for?

Speaker speaker_1: Creative Circle.

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

Speaker speaker_1: 7101.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Michael D Barbano.

Speaker speaker_0: Um, for security purposes, can you verify your address and date of birth?

Speaker speaker_1: 505 East 20th Street, um, S- East Savannah, Georgia 31401, and my birthday is 7/22/1977.

Speaker speaker_0: 404-775-9759 is your phone number.

Speaker speaker_1: 9759, yep.

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

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Okay. And then, um, so you have a MEC TeleRx, so that plan does cover your preventative services which is like physicals and vaccines, STD and cancer screenings. Um, to find providers, you would have to call the, um, the number that ends in 1403 which is on your card. And then they would guide you where to go. And then regarding the colonoscopy, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I would call 90 Degrees just to verify that that is something that they cover. Um-

Speaker speaker_1: What is 90 Degrees?

Speaker speaker_0: ... and that number... 90 Degrees is the carrier of the plan that you have. They would be able to answer. Whenever you have questions regarding if certain visits are covered, you... who you always call is actually the carrier. Um, we'll be happy to transfer you, but that would be who would answer those questions. And then to find the providers, you would have to call the number that ends in 1403, which I have both of those numbers if you need them.

Speaker speaker_1: Okay, so let's do, um, the 90 Degrees-

Speaker speaker_0: So for question... Mm-hmm.

Speaker speaker_1: ... and it's covered.

Speaker speaker_0: So for questions regarding services, to know if they're covered or not under the plan that you have, you call 90 Degrees, which is 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 833-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 4296, option one.

Speaker speaker_1: Okay.

Speaker speaker_0: They would be able to answer that. And then to find the providers, 'cause you do have to stay within network with the plan that you have to receive coverage.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: To find the providers, you call 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 457-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 1403. And, um, I also have a website if you want that.

Speaker speaker_1: Uh, I mean, I should have it on my card here, right? It's, uh, MEC Coverage?

Speaker speaker_0: Yes. Um, but that's not... That's the name of the plan that you have.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's going to be C as in Charlie-

Speaker speaker_1: Okay.

Speaker speaker_0: L as in Long, A as in Alpha-

Speaker speaker_1: Okay.

Speaker speaker_0: ... R as in Romeo, I as in Ice cream-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... T as in Tom-

Speaker speaker_1: Okay.

Speaker speaker_0: ... E as in Echo-

Speaker speaker_1: Okay.

Speaker speaker_0: ... V as in Victor.com.

Speaker speaker_1: Got it.

Speaker speaker_0: So you can either go to the website or call the number. Um, whatever. But I, I would call the number just in case. I think it's-

Speaker speaker_1: Querative, and that's for providers?

Speaker speaker_0: Yes. Mm-hmm. That's the website. And then the number that you need-

Speaker speaker_1: Do I just type in my ZIP code?

Speaker speaker_0: I'm not really sure if you have to type your ZIP code for that. Um, but I know that's the, the page that you would go to to find a list of providers. And then the one that ends in 1403 is the number that you would call, and they would give you a list o- of providers as well.

Speaker speaker_1: So what am I calling 90 Degrees for? 90 Degrees is a-

Speaker speaker_0: You want to know... So you asked if a colonoscopy is something that they covered, right?

Speaker speaker_1: Right.

Speaker speaker_0: They can answer that 'cause I don't have the list of all the preventative services that-

Speaker speaker_1: Oh.

Speaker speaker_0: ... an MEC covers. So that's why I said that would be something that 90 Degrees, who's the carrier-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... would answer, just so that you're sure, just so you won't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... go... tell you that it's not covered.

Speaker speaker_1: Do I have the Insured Plus plan?

Speaker speaker_0: You... No, you actually only have the MEC TeleRx, which is your preventive plan.

Speaker speaker_1: I have MEC TeleRx?

Speaker speaker_0: Mm-hmm. That's the only plan that you have, and it looks like you pay a weekly deduction of \$15.63 for it.

Speaker speaker_1: That's right. Okay. So, can you help me here? I'm trying to register for my FreeRx or whatever, and it's saying my Social has already been used.

Speaker speaker_0: Okay. So that's something I would have to email our, um, help desk regarding to, regarding the FreeRx, you having difficulty signing in. So I would have to email them.... and let them know that you're saying that a Social Security number already exists, and you haven't registered, right?

Speaker speaker_1: No, I haven't registered.

Speaker speaker_0: And then is your, like, email correct still, ngvebelastname@gmail.com? 'Cause I'm gonna get asked all of that.

Speaker speaker_1: Yeah. Is that my... Yeah, that my, um... Yeah, I've never done this before. I've never registered that before. It says-

Speaker speaker_0: Okay. Yeah, so I'll send them a email letting them know that it's giving you that error saying that your Social Security number already exists. Is that the only thing that it's saying?

Speaker speaker_1: Yeah. In a-

Speaker speaker_0: When you're trying to register?

Speaker speaker_1: Mm-hmm. So, like, member login doesn't recognize me, and then, um, and then first timers doesn't recognize me. It says it's already being used, and I've never used this before.

Speaker speaker_0: You said it's called first timers? Okay.

Speaker speaker_1: It says, like, first or whatever, like... find, uh, y- whatever it's called, like first member sign up.

Speaker speaker_0: Okay.

Speaker speaker_1: So, let's see. It says first register is, like, the last few things. So it's, like, members and then first register, so it takes me to that. That's what says my Social Security doesn't work. And then it says for the login for existing members portal, so I type in, uh, you know, my email address. I don't have a password, so, so it says, like, unrecognizable. So yeah, I can't log up.

Speaker speaker_0: Okay. So I'll definitely be sending them that email, and most likely-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'ma reach you back tomorrow 'cause it does take 24 hours for them to review all of this. And then I'll be calling you at that 404-775-9759 number, letting you know what they inform me. But they should be able to take care of this part, the free RX. And then with the other stuff regarding your-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... colonoscopy and physical, you just have to call 90 degrees, which is the one that ends in 1496.

Speaker speaker_1: Okay.

Speaker speaker_0: And to find a provider, you call 1403 or go to that website. But I'll be-

Speaker speaker_1: And then-

Speaker speaker_0: ... letting them know regarding your free RX.

Speaker speaker_1: Can I call my existing doctors too and say, "Do you take MEC?"

Speaker speaker_0: Correct. Yes.

Speaker speaker_1: Or, I mean, do I say 90 degrees?

Speaker speaker_0: So, so you can ask them if... Um, you would actually, I believe who you actually would have to ask that question to is the 1403 number.

Speaker speaker_1: Oh, don't call my, like, doctor and ask?

Speaker speaker_0: You can, but, um, I wouldn't honestly call... Let me just verify, but I believe you actually have to call 1403, and they will let you know if they're within the network or not.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Give me one second. Let me just verify. Okay. Yeah, so who you do have to contact is the number that I gave you that ends in 1403. They would be able to let you know if that doctor's within the network or not.

Speaker speaker_1: Okay. All right. Well, thanks so much. I'll call them after I call the 90 Degree place.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And my carrier is 90 Degree.

Speaker speaker_0: Correct.

Speaker speaker_1: And I say my, my plan is MEC-TeleRX.

Speaker speaker_0: R- correct. Yes, sir.

Speaker speaker_1: Okay. Yeah, if you can help me out with this, um, prescription-

Speaker speaker_0: It's free RX.

Speaker speaker_1: ... then I appreciate it. And also-

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: ... um, it looks like I've been paying out of my paycheck since the first week of February, but I needed it to come out the first week of March, not even. Is there any way that I can contact billing and get them to put these weekly payments that I've been making, like, unknowingly for the next few weeks?

Speaker speaker_0: So we don't do refunds. These are weekly deductions that your staffing agency does. We don't actually work in creative circles.

Speaker speaker_1: Right.

Speaker speaker_0: So they make a deduction and then we receive it. But, uh, with this insurance, you wouldn't be able to get a refund for February.

Speaker speaker_1: I just wanted to... So I should have told them, or they made the mistake, like, this should have been mine.

Speaker speaker_0: 'Cause who, who... For you to be active in general-

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: ... your staffing agency has to start doing the very first deduction. Once they do the first deduction, the following Monday-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... your plan becomes active.

Speaker speaker_1: Ah.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So maybe I shouldn't have called and inquired about it until I didn't have insurance. Okay. All right. I messed up. All right. Well, hopefully I'm able to see a doctor and get my medicine.

Speaker speaker_0: Yes, sir. And then I'm gonna go ahead and email the, um, main office regarding your free RX.

Speaker speaker_1: Okay.

Speaker speaker_0: So you should hear back from me tomorrow.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Have a good day. You too.

Speaker speaker_0: Thank you.