

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, my name is Isaac Hickman and on my group number there's 9476. Okay, um, so I- And I'm trying- ... to open your file, I actually need the name of the staffing agency and the last four of your Social. Okay. Surge Staffing. And then the last four? 0697. And your fir- you said Isaac, right? Yes. What's the last name? Hickman. H-I-C-K-M-A-N, Senior. Okay. Can you please verify your address and date of birth for security purposes? 824 Boston Commons, Atlanta, Georgia 30349 and 73180. Okay. And then, um, is 404-207-9606 your phone number still or has that changed? Uh, no, it's, it's different. 770-743-9021. And how about your email? Is it still isaacwilliams1000@gmail.com? Yes. Okay. How can I help you? Well, I'm trying to find a, uh, a urgent care clinic to go to, because it's getting soon, and- Oh. ... but I don't... I, I went to one and they saying that they don't take the insurance. Yeah. I was going to- So I'm trying to tell you that you're enrolled into the NEC telara. So you're enrolled into the one that they automatically enroll you into, which is the most basic plan. That is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD screenings, some cancer screenings, but it does not cover no doctor visits if sick, no urgent care, no emergency room, no surgeries, neither any hospital visits. So it doesn't cover any hospital indemnity services, and it does require you to stay within the network, meaning you do have to stay within the list of their doctors and clinics to be covered. So that's why they told you that, uh, they don't take it, because that plan that you have doesn't cover urgent care. Oh. All right. It's only- So it, it, it, would, would it cover- Mm-hmm. ... a chiropractor? It's... No, because it's only a preventative plan, meaning it's only going to cover things such as like a physical, some vaccines. So it's mainly a plan for like... to see if you're up to health. Not when you're like sick already or injured. It's mainly for preventative visits, um, and doesn't cover any like doctor visits if sick, or hospitalization if injured, or any urgent care, any emergency room and any surgeries. Um, to know- Well- ... if a certain... If, uh... To know for sure if a certain service is covered, you would have to speak to the carrier, who is 90 Degrees. And I can transfer you as well as provide that contact number. But just keep in mind, it's only for your preventative services, that NEC telara. Well- And you do have to stay within the network, so that's something important, too. So you got to make sure you call the, the multi-plan number, which is on the card to find providers around you, because you do have to stay within the network as well. But like I said, it's only for your preventative services. But if you want to make sure if that's covered or not, you do have to contact the, um, the carrier who is 90 Degrees. And I can provide that to you and transfer you as well. But I just wanted to let you know before I transferred you. Yeah, 'cause that's going to defeat the purpose of what I need to get seen about. Mm-hmm. Yeah. The... Especially if you're going for urgent care. That's why when you said that and I saw your plan, I was like, "Oh, that's why." Because he has the NEC, which is

only a- Right. ... preventative plan. Oh, it just said look off again. Hold on. So that one's just for like your like, in other words, like for your checkups and stuff. Um, but if you want, I can transfer you to 90 Degrees and they could verify if they consider that to be a preventative visit, um, because I wouldn't be able to answer that. But like I said, it's only a preventative, um, plan that doesn't cover any of your hospital indemnity services. All of these plans that they offer are just limited benefit plans. Okay. All right, you can transfer me after so I can get some more information from them. Okay. Um, I'm going to transfer you to 90 Degrees, who the carrier is. Whenever I transfer you, make sure to press option number one. Okay. All right. Well, thank you. I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time. I'm about- Okay. ... to try for your call right now. All right.

Conversation Format

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

Speaker speaker_1: Hey, my name is Isaac Hickman and on my group number there's 9476.

Speaker speaker_0: Okay, um, so I-

Speaker speaker_1: And I'm trying-

Speaker speaker_0: ... to open your file, I actually need the name of the staffing agency and the last four of your Social.

Speaker speaker_1: Okay. Surge Staffing.

Speaker speaker_0: And then the last four?

Speaker speaker_1: 0697.

Speaker speaker_0: And your fir- you said Isaac, right?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last name?

Speaker speaker_1: Hickman. H-I-C-K-M-A-N, Senior.

Speaker speaker_0: Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: 824 Boston Commons, Atlanta, Georgia 30349 and 73180.

Speaker speaker_0: Okay. And then, um, is 404-207-9606 your phone number still or has that changed?

Speaker speaker_1: Uh, no, it's, it's different. 770-743-9021.

Speaker speaker_0: And how about your email? Is it still isaacwilliams1000@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Well, I'm trying to find a, uh, a urgent care clinic to go to, because it's getting soon, and-

Speaker speaker_0: Oh.

Speaker speaker_1: ... but I don't... I, I went to one and they saying that they don't take the insurance.

Speaker speaker_0: Yeah. I was going to-

Speaker speaker_1: So I'm trying to .

Speaker speaker_0: ... tell you that you're enrolled into the NEC telara. So you're enrolled into the one that they automatically enroll you into, which is the most basic plan. That is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD screenings, some cancer screenings, but it does not cover no doctor visits if sick, no urgent care, no emergency room, no surgeries, neither any hospital visits. So it doesn't cover any hospital indemnity services, and it does require you to stay within the network, meaning you do have to stay within the list of their doctors and clinics to be covered. So that's why they told you that, uh, they don't take it, because that plan that you have doesn't cover urgent care.

Speaker speaker_1: Oh. All right.

Speaker speaker_0: It's only-

Speaker speaker_1: So it, it, it, would, would it cover-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... a chiropractor?

Speaker speaker_0: It's... No, because it's only a preventative plan, meaning it's only going to cover things such as like a physical, some vaccines. So it's mainly a plan for like... to see if you're up to health. Not when you're like sick already or injured. It's mainly for preventative visits, um, and doesn't cover any like doctor visits if sick, or hospitalization if injured, or any urgent care, any emergency room and any surgeries. Um, to know-

Speaker speaker_1: Well-

Speaker speaker_0: ... if a certain... If, uh... To know for sure if a certain service is covered, you would have to speak to the carrier, who is 90 Degrees. And I can transfer you as well as provide that contact number. But just keep in mind, it's only for your preventative services, that NEC telara.

Speaker speaker_1: Well-

Speaker speaker_0: And you do have to stay within the network, so that's something important, too. So you got to make sure you call the, the multi-plan number, which is on the card to find providers around you, because you do have to stay within the network as well. But like I said, it's only for your preventative services. But if you want to make sure if that's covered or not, you do have to contact the, um, the carrier who is 90 Degrees. And I can provide that to you and transfer you as well. But I just wanted to let you know before I transferred you.

Speaker speaker_1: Yeah, 'cause that's going to defeat the purpose of what I need to get seen about.

Speaker speaker_0: Mm-hmm. Yeah. The... Especially if you're going for urgent care. That's why when you said that and I saw your plan, I was like, "Oh, that's why." Because he has the NEC, which is only a-

Speaker speaker_1: Right.

Speaker speaker_0: ... preventative plan.

Speaker speaker_1: Oh, it just said look off again. Hold on.

Speaker speaker_0: So that one's just for like your like, in other words, like for your checkups and stuff. Um, but if you want, I can transfer you to 90 Degrees and they could verify if they consider that to be a preventative visit, um, because I wouldn't be able to answer that. But like I said, it's only a preventative, um, plan that doesn't cover any of your hospital indemnity services. All of these plans that they offer are just limited benefit plans.

Speaker speaker_1: Okay. All right, you can transfer me after so I can get some more information from them.

Speaker speaker_0: Okay. Um, I'm going to transfer you to 90 Degrees, who the carrier is. Whenever I transfer you, make sure to press option number one.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, thank you. I hope you have a great day. If you have any other questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern Time. I'm about-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to try for your call right now.

Speaker speaker_1: All right.