

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? Hi, Stephanie. Can you hear me okay? Yes, ma'am. How can I help you? Yes. Um, so I'm calling regarding my, my, um, benefits for, for my physical checkup. Um- Mm-hmm. Yes. Yeah. Um, so, so yesterday I went to see my, my physical doctor, my... I mean, sorry, my family doctor, um, at Cascade Primary Care in Renton, Washington. Um, I, I, um, I remember I did the provider nomination, um, on Multiplan website at the end of last year. Um, I don't know why yesterday when I was there, they, they asked me to pay the \$150 deposit. They told me that they didn't have the insurance agreement at the time of the insur- of, of the appointment, and I told them that I did the provider nomination online and they said they didn't get the agreement. So I told them, "So that's your fault then. You didn't get the agreement for my appointment. I didn't know. I just show up for my appointment. I waited three months." Mm-hmm. Um, so basically I'm calling to see... They told me to kind of to work with you to get the reimbursement and I, I, I, I, I, I was frustrated at them yesterday- So- ... 'cause everything is now on me to get, try to get this reimbursed to me. Okay. Um, so I need to open your file up and who you actually need to speak to would be the carriers, um, because we're just the healthcare administrators. Um... Okay. You would have to speak to them, to them and they'll let you know regarding that. Um, but you would actually have to contact the carriers. So yeah, uh, so my- Okay. ... uh- Can I get the name of your staffing agency so that I can open your file up? It's, um, let's see. Verstela. V-E-R-S-T-E-L-A. And then what's your last four of your Social? Oh, gosh. I have to check. Uh... 8161. Okay, and then for security purposes, could you verify address and date of birth? Date of birth, October 8th, 1973. Address, 17805 Southeast 196th Drive, Renton, Washington, 98058. And then 206-67-658-5485 is your phone number? Yes. Okay, and then I have your first name, last name @gmail.com. Is that up to date? First and last? That's correct, yes. And then when was the service for? It's for a physical checkup, the annual, um- Yeah. ... physical checkup. But when? What, what was the date? Oh, yesterday. Uh, February 20th. Okay. Yeah. So regarding that, you would have to... 'Cause, and then you said that you did contact Multiplan, right? Just to make sure that you are within the network? Yeah, I did the provider nomination online and then I- Okay. ... do have the, the reference number. So, so you would have to, um, talk to the carrier who is 90 Degrees and they would tell you why you, um, ended up with that bill. And, um, they'll be the ones to give you the answer for that. I see that you did have coverage, but you would have to talk to them and they'll be the ones to let you know what exactly you have to do. So for that, I do have to connect you to 90 Degrees, who's the carrier for your MEC Tele-RS plan. Yeah. Can I have their phone number just in case I get disconnected? Connected? Yes, ma'am. Um, so that phone number is gonna be 800- Yeah. ... 833- Yeah. ... 4296. Again, 800-833-4296 option number one. So who you have to call regarding this would be the carrier and they would let

you know what happened and, um, what they're able to do. But you would have to speak to 90 Degrees, okay? Um, I'm gonna go ahead and- So they are the, uh... Sorry. Yeah, they're- They are the, um, they're Multiplan. They're on the Multiplan, um, team? So- So, no. So Multiplan is the number that you call to find the list of providers. Oh, okay. Then 90 Degrees is, is the carrier of the, the MEC Tele-RS, which is your preventative plan. Okay. Gotcha. Okay. Yeah. Yeah. Mm-hmm. Sorry. The whole thing- . And then did you- I don't know. It was a bit, um, confusing. And then I have- But I'm clear now. Uh-huh. And then, um, you also have the VIP Standard. Um, when you- Mm-hmm. ... went to your appointment, which one did you take? 'Cause um, I'm, I'm wo- what if you took the wrong card? I'm wondering. Um, did it say 90 Degrees or did it say like APL? Do you remember? It say APL. So APL is your medical card. That's the one that doesn't cover preventative services. That's the one that only covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. So the- Oh. ... the VIP Standard- Okay. ... is not gonna cover no preventative visits. Then your MEC Tele-RS is the one that requires you to stay within the network and it's the one that only covers preventative services. Um, but I'll still transfer you just to make sure, but I just wanted to ask you that 'cause you do have the medical plan and then you do have your preventative plan. And the preventative plan is a medical- Yeah, that's what I'm under. Yeah. Okay. Maybe, maybe they were confused too. Maybe I didn't show them the correct... But I thought I upload everything. But, um, yeah, I'll talk to them and see if they can reimburse me for the prepayment I, I did yesterday. Okay. Yeah. So I'll just transfer you just so that, um, just so that you're sure that you took the right card. Yeah. Okay? Yeah. I'm- Okay. ... gonna connect you to 90 Degrees. If you have any questions, you're free to contact us. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay? Okay. Thank you. Thank you. Have a nice day, ma'am. You too. Should we do this doc today? ...

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: Hi, Stephanie. Can you hear me okay?

Speaker speaker_0: Yes, ma'am. How can I help you?

Speaker speaker_1: Yes. Um, so I'm calling regarding my, my, um, benefits for, for my physical checkup. Um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yes. Yeah. Um, so, so yesterday I went to see my, my physical doctor, my... I mean, sorry, my family doctor, um, at Cascade Primary Care in Renton, Washington. Um, I, I, um, I remember I did the provider nomination, um, on Multiplan website at the end of last year. Um, I don't know why yesterday when I was there, they, they asked me to pay the \$150 deposit. They told me that they didn't have the insurance agreement at the time of the insur- of, of the appointment, and I told them that I did the provider nomination online and they said they didn't get the agreement. So I told them, "So that's your fault then. You didn't get the

agreement for my appointment. I didn't know. I just show up for my appointment. I waited three months."

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, so basically I'm calling to see... They told me to kind of to work with you to get the reimbursement and I, I, I, I, I, I was frustrated at them yesterday-

Speaker speaker_0: So-

Speaker speaker_1: ... 'cause everything is now on me to get, try to get this reimbursed to me.

Speaker speaker_0: Okay. Um, so I need to open your file up and who you actually need to speak to would be the carriers, um, because we're just the healthcare administrators. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: You would have to speak to them, to them and they'll let you know regarding that. Um, but you would actually have to contact the carriers.

Speaker speaker_1: So yeah, uh, so my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... uh-

Speaker speaker_0: Can I get the name of your staffing agency so that I can open your file up?

Speaker speaker_1: It's, um, let's see. Verstela. V-E-R-S-T-E-L-A.

Speaker speaker_0: And then what's your last four of your Social?

Speaker speaker_1: Oh, gosh. I have to check. Uh... 8161.

Speaker speaker_0: Okay, and then for security purposes, could you verify address and date of birth?

Speaker speaker_1: Date of birth, October 8th, 1973. Address, 17805 Southeast 196th Drive, Renton, Washington, 98058.

Speaker speaker_0: And then 206-67-658-5485 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I have your first name, last name @gmail.com. Is that up to date?

Speaker speaker_1: First and last? That's correct, yes.

Speaker speaker_0: And then when was the service for?

Speaker speaker_1: It's for a physical checkup, the annual, um-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... physical checkup.

Speaker speaker_0: But when? What, what was the date?

Speaker speaker_1: Oh, yesterday. Uh, February 20th.

Speaker speaker_0: Okay. Yeah. So regarding that, you would have to... 'Cause, and then you said that you did contact Multiplan, right? Just to make sure that you are within the network?

Speaker speaker_1: Yeah, I did the provider nomination online and then I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... do have the, the reference number.

Speaker speaker_0: So, so you would have to, um, talk to the carrier who is 90 Degrees and they would tell you why you, um, ended up with that bill. And, um, they'll be the ones to give you the answer for that. I see that you did have coverage, but you would have to talk to them and they'll be the ones to let you know what exactly you have to do. So for that, I do have to connect you to 90 Degrees, who's the carrier for your MEC Tele-RS plan.

Speaker speaker_1: Yeah. Can I have their phone number just in case I get disconnected?

Speaker speaker_0: Connected? Yes, ma'am. Um, so that phone number is gonna be 800-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 833-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 4296. Again, 800-833-4296 option number one. So who you have to call regarding this would be the carrier and they would let you know what happened and, um, what they're able to do. But you would have to speak to 90 Degrees, okay? Um, I'm gonna go ahead and-

Speaker speaker_1: So they are the, uh... Sorry.

Speaker speaker_0: Yeah, they're-

Speaker speaker_1: They are the, um, they're Multiplan. They're on the Multiplan, um, team? So-

Speaker speaker_0: So, no. So Multiplan is the number that you call to find the list of providers.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Then 90 Degrees is, is the carrier of the, the MEC Tele-RS, which is your preventative plan.

Speaker speaker_1: Okay. Gotcha. Okay. Yeah. Yeah.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Sorry. The whole thing- .

Speaker speaker_0: And then did you-

Speaker speaker_1: I don't know. It was a bit, um, confusing.

Speaker speaker_0: And then I have-

Speaker speaker_1: But I'm clear now.

Speaker speaker_0: Uh-huh. And then, um, you also have the VIP Standard. Um, when you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... went to your appointment, which one did you take? 'Cause um, I'm, I'm wo- what if you took the wrong card? I'm wondering. Um, did it say 90 Degrees or did it say like APL? Do you remember?

Speaker speaker_1: It say APL.

Speaker speaker_0: So APL is your medical card. That's the one that doesn't cover preventative services. That's the one that only covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries. So the-

Speaker speaker_1: Oh.

Speaker speaker_0: ... the VIP Standard-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is not gonna cover no preventative visits. Then your MEC Tele-RS is the one that requires you to stay within the network and it's the one that only covers preventative services. Um, but I'll still transfer you just to make sure, but I just wanted to ask you that 'cause you do have the medical plan and then you do have your preventative plan. And the preventative plan is a medical-

Speaker speaker_1: Yeah, that's what I'm under. Yeah. Okay. Maybe, maybe they were confused too. Maybe I didn't show them the correct... But I thought I upload everything. But, um, yeah, I'll talk to them and see if they can reimburse me for the prepayment I, I did yesterday.

Speaker speaker_0: Okay. Yeah. So I'll just transfer you just so that, um, just so that you're sure that you took the right card.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: I'm-

Speaker speaker_1: Okay.

Speaker speaker_0: ... gonna connect you to 90 Degrees. If you have any questions, you're free to contact us. We're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you. Have a nice day, ma'am.

Speaker speaker_1: You too.

Speaker speaker_2: Should we do this doc today? ...