

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi. Thank you, Stephanie. I was wondering, I had, um, signed up with you. I'm actually working and then I have... I'm actually working through an employment service. Mm-hmm. So I'm not sure 'cause I'm having some kind of problems with my body, and I know it's kinda... Um, this has to be... Hold on one second, baby. Hold... Okay, I had to grab something in my car. I'm getting ready to pull out. So how do I get a doctor? What do I do? I don't know what to do. Should I give you my information first? Yes, so that I can see what plans you have, because sometimes there's different carriers for different plans. Okay. What's the name, what's the name of the staffing agency? Um, Site, S-I-T-E. And then what are the last four of your Social? 1327. Okay, thank you. Mm-hmm. For security purposes could you please verify your address and your date of birth for me? Yeah. Hold on one second. Um, my address is 4302 North 14th Street, and my date of birth is 10/18/61. Thank you. And then what was that city and state? Milwaukee, Wisconsin. Thank you. Is your phone number still a 414-346-4891? Yes. That's what I'm calling you from. And I have the original hollywood@gmail.com. Is that still a good email? Yes. Okay. So it looks like you have the MEC, um, which is your preventative plan. Uh-huh. ... um, the dental plan, and then the VIP+. So for your preventive, that's through 90 Degrees, that's the name of the carrier. For your VIP+ and dental it's gonna be America Public Life. Um, to find out who, who takes, um, that coverage, you can contact MultiPlan Network, and I can give you that phone number. I was gonna tell you that for your VIP+ plan, it doesn't require you to just use the network. You could use preferred providers outside of the network or in the network to be covered. But for your MEC- Okay. ... you do have to stay within the network. Um, so if you want- For my medical? Um, for the preventative plan? What does that mean? For your pre- Like who does get check-ups and stuff? Correct. So for that one, you do have to stay within the network, but if you- Yeah, that's- ... get sick and stuff, and have to go to the doctor, um- Yeah. ... your VIP+ doesn't require you to stay within the network. You could use- Oh, okay. ... um, a doctor outside in the network. Yeah, so that's fine. That's what I need because, um, I'm having problems with my stomach and- Oh, okay. ... it's been going on for a while. I just never told nobody. You know, I just wanted to... I didn't wanna bother anybody. Mm-hmm. But, um, I thought it would be okay, and it's just going on for a while. So now... Okay, so you said... Okay, so how do I do this? Do I just call around, doctors, clinics and stuff, and see if they take, um, your company? So actually, I... If I give you the MultiPlans number, it would actually be easier if you just called them and then you would just tell them, um, who- Okay. ... what doctor office who it is, and then they'll tell you. But with the plan- Okay. ... that you have, the VIP+, you, you're not required to stay within the network. But if you want, I'll still provide it to you just so that you're sure. Yeah. Okay. Yeah, you can give it to me and I'll try to

remember it 'cause I'm driving. What is it? It's 800- 'Cause I don't have it either. Wait. Mm-hmm. Okay. Here. Hold on, let me see if I... Wait, give me a second, baby. I'm making a left turn. Yeah, that's fine. And then once I'm set, I'ma pull over so I can write it. Give me one second. I'm near the stop sign. Okay, cool. Okay, you said 800... Yeah. Mm-hmm. Um, 457- Mm-hmm. ... 1403. Okay. I'ma take a screenshot. That'll be easy for me. Okay, thank you. Any questions? And just tell, well, I... Tell them I'm with you guys and... Yeah. So your carrier is, um, for your VIP+ it's American Public Life. And then for the dental- American Public Life. ... and then the... And the MEC is 90... Um, I'm sorry. For your VIP+ and dental, it's American Public Life. And then for the MEC standalone, which is the one for your checkups, that one's 90 Degrees. Okay. And I was gonna tell you that if you have your cards, it's gonna tell you on the cards as well. I don't think I have a card, and I was wondering 'cause see, I just- Oh, I can send it to you. Now I forgot which... Is there a way you could... You can email me this stuff? I'll go ahead and email it to, to your email file. Yeah, please. Um, and then on that same email that I'm gonna send you is the phone number that you can contact for those plans. Thank you so much. Thank you. Thank you. You're welcome. Okay, thank you. Um, while I do that, can I please put you on a brief hold just so that- Yeah. ... I don't lose you? Okay, I'm gonna- I'm good. ... go ahead and send you that real quick. Okay. Oh. A lot of people are charging like... Okay. I went ahead and emailed you your three cards. Um, so you should be getting it from an email that says info@benefitsinacard. I attached the VIP Plus, the dental, and then your preventative. And then, just remember that for your VIP Plus, you can really just go anywhere, as long as they take that insurance. Um, but- Thank you so much. Thank you. You're welcome. Oh my gosh, thank you. Thank you. Okay, and you have a great day. Thank you, you two. Have a nice day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Thank you, Stephanie. I was wondering, I had, um, signed up with you. I'm actually working and then I have... I'm actually working through an employment service.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So I'm not sure 'cause I'm having some kind of problems with my body, and I know it's kinda... Um, this has to be... Hold on one second, baby. Hold... Okay, I had to grab something in my car. I'm getting ready to pull out. So how do I get a doctor? What do I do? I don't know what to do. Should I give you my information first?

Speaker speaker_1: Yes, so that I can see what plans you have, because sometimes there's different carriers for different plans.

Speaker speaker_2: Okay.

Speaker speaker_1: What's the name, what's the name of the staffing agency?

Speaker speaker_2: Um, Site, S-I-T-E.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 1327.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: For security purposes could you please verify your address and your date of birth for me?

Speaker speaker_2: Yeah. Hold on one second. Um, my address is 4302 North 14th Street, and my date of birth is 10/18/61.

Speaker speaker_1: Thank you. And then what was that city and state?

Speaker speaker_2: Milwaukee, Wisconsin.

Speaker speaker_1: Thank you. Is your phone number still a 414-346-4891?

Speaker speaker_2: Yes. That's what I'm calling you from.

Speaker speaker_1: And I have the original hollywood@gmail.com. Is that still a good email?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like you have the MEC, um, which is your preventative plan.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... um, the dental plan, and then the VIP+. So for your preventive, that's through 90 Degrees, that's the name of the carrier. For your VIP+ and dental it's gonna be America Public Life. Um, to find out who, who takes, um, that coverage, you can contact MultiPlan Network, and I can give you that phone number. I was gonna tell you that for your VIP+ plan, it doesn't require you to just use the network. You could use preferred providers outside of the network or in the network to be covered. But for your MEC-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you do have to stay within the network. Um, so if you want-

Speaker speaker_2: For my medical?

Speaker speaker_1: Um, for the preventative plan?

Speaker speaker_2: What does that mean?

Speaker speaker_1: For your pre-

Speaker speaker_2: Like who does get check-ups and stuff?

Speaker speaker_1: Correct. So for that one, you do have to stay within the network, but if you-

Speaker speaker_2: Yeah, that's-

Speaker speaker_1: ... get sick and stuff, and have to go to the doctor, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... your VIP+ doesn't require you to stay within the network. You could use-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... um, a doctor outside in the network.

Speaker speaker_2: Yeah, so that's fine. That's what I need because, um, I'm having problems with my stomach and-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... it's been going on for a while. I just never told nobody. You know, I just wanted to... I didn't wanna bother anybody.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But, um, I thought it would be okay, and it's just going on for a while. So now... Okay, so you said... Okay, so how do I do this? Do I just call around, doctors, clinics and stuff, and see if they take, um, your company?

Speaker speaker_1: So actually, I... If I give you the MultiPlans number, it would actually be easier if you just called them and then you would just tell them, um, who-

Speaker speaker_2: Okay.

Speaker speaker_1: ... what doctor office who it is, and then they'll tell you. But with the plan-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you have, the VIP+, you, you're not required to stay within the network. But if you want, I'll still provide it to you just so that you're sure.

Speaker speaker_2: Yeah. Okay. Yeah, you can give it to me and I'll try to remember it 'cause I'm driving. What is it?

Speaker speaker_1: It's 800-

Speaker speaker_2: 'Cause I don't have it either. Wait.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Here. Hold on, let me see if I... Wait, give me a second, baby. I'm making a left turn.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_2: And then once I'm set, I'ma pull over so I can write it. Give me one second. I'm near the stop sign. Okay, cool. Okay, you said 800... Yeah.

Speaker speaker_1: Mm-hmm. Um, 457-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 1403.

Speaker speaker_2: Okay. I'ma take a screenshot. That'll be easy for me.

Speaker speaker_1: Okay, thank you.

Speaker speaker_3: Any questions?

Speaker speaker_2: And just tell, well, I... Tell them I'm with you guys and...

Speaker speaker_1: Yeah. So your carrier is, um, for your VIP+ it's American Public Life. And then for the dental-

Speaker speaker_2: American Public Life.

Speaker speaker_1: ... and then the... And the MEC is 90... Um, I'm sorry. For your VIP+ and dental, it's American Public Life. And then for the MEC standalone, which is the one for your checkups, that one's 90 Degrees.

Speaker speaker_2: Okay.

Speaker speaker_1: And I was gonna tell you that if you have your cards, it's gonna tell you on the cards as well.

Speaker speaker_2: I don't think I have a card, and I was wondering 'cause see, I just-

Speaker speaker_1: Oh, I can send it to you.

Speaker speaker_2: Now I forgot which... Is there a way you could... You can email me this stuff?

Speaker speaker_1: I'll go ahead and email it to, to your email file.

Speaker speaker_2: Yeah, please.

Speaker speaker_1: Um, and then on that same email that I'm gonna send you is the phone number that you can contact for those plans.

Speaker speaker_2: Thank you so much. Thank you. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Um, while I do that, can I please put you on a brief hold just so that-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... I don't lose you? Okay, I'm gonna-

Speaker speaker_2: I'm good.

Speaker speaker_1: ... go ahead and send you that real quick.

Speaker speaker_2: Okay.

Speaker speaker_4: Oh. A lot of people are charging like...

Speaker speaker_1: Okay. I went ahead and emailed you your three cards. Um, so you should be getting it from an email that says info@benefitsinacard. I attached the VIP Plus, the dental, and then your preventative. And then, just remember that for your VIP Plus, you can really just go anywhere, as long as they take that insurance. Um, but-

Speaker speaker_4: Thank you so much. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_4: Oh my gosh, thank you. Thank you. Okay, and you have a great day.

Speaker speaker_1: Thank you, you two. Have a nice day.

Speaker speaker_4: Thank you. Bye-bye.