

Transcript: Francesca

Baez-5714586055524352-4567367343456256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi. My name is Kelly, and I'm calling from American Scientific Lab. And I'm trying to find out if this is an, um, our member's insurance policy. Uh, I've never heard of Benefits in a Card, so I'm trying to figure out if this is something they put money... m-... a card they put money on to help with their health in-... health coverage or if it's an actual insurance plan. So, Benefits in a Card is actually not a carrier. We just administer health insurance for the staffing companies. Um, I can take a look and see which plan your specific patient has. Do you have their first and last name by any chance? I do. It's, uh, first name is Romero. Or last. I'm sorry. Last name is Romero. First name is J-O-S-U-E. What is their date of birth? 07/04/2004. It looks like it might be Romero Garcia. Yes. And for what day of service were you looking for? Uh, 02/10 of 2024. 02/10/2024. So at that moment the patient had a medical preventative care plan, um, with the carrier name 90 Degree. Do you need their phone number? Uh, yes, please, if you don't mind. Of course. It is going to be 800- 800- ... 833. 8-3-3- 4-2-9-6. 4-2-9-6. Okay. Thank you so very much. Of course. And then that policy ended February 25, 2024. Do you know when it... when the effective date was of that policy? Yes. It started January 22nd, 2024. And are these policies like an HMO, PPO, H... uh, EPO, or an identity plan? They're PPOs. They're PPOs. Do you see if there's a group number? Let's see if I do have access to that benefit card. Bear with me one moment. Mm-hmm. 'Cause if we don't have access to it, you might have to call 90 Degree for it, but let's see. Would he be the, um, subscriber of the policy since it's a... a temp agency through a temp agency? Yes, ma'am. Um, I do actually have that policy number. Okay. It will be D as in David- Mm-hmm. ... 4767-7420. Okay. And is there a group number? It is 9476. Okay. And if I can just get a call reference number. It will be F as in Frank, B as in Boy, 0106, 2025. Okay. Thank you so very much. No problem. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today. Well, thank you. You, too. Bye-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 Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hi. My name is Kelly, and I'm calling from American Scientific Lab. And I'm trying to find out if this is an, um, our member's insurance policy. Uh, I've never heard of

Benefits in a Card, so I'm trying to figure out if this is something they put money... m-... a card they put money on to help with their health in-... health coverage or if it's an actual insurance plan.

Speaker speaker_1: So, Benefits in a Card is actually not a carrier. We just administer health insurance for the staffing companies. Um, I can take a look and see which plan your specific patient has. Do you have their first and last name by any chance?

Speaker speaker_2: I do. It's, uh, first name is Romero. Or last. I'm sorry. Last name is Romero. First name is J-O-S-U-E.

Speaker speaker_1: What is their date of birth?

Speaker speaker_2: 07/04/2004. It looks like it might be Romero Garcia.

Speaker speaker_1: Yes. And for what day of service were you looking for?

Speaker speaker_2: Uh, 02/10 of 2024.

Speaker speaker_1: 02/10/2024. So at that moment the patient had a medical preventative care plan, um, with the carrier name 90 Degree. Do you need their phone number?

Speaker speaker_2: Uh, yes, please, if you don't mind.

Speaker speaker_1: Of course. It is going to be 800-

Speaker speaker_2: 800-

Speaker speaker_1: ... 833.

Speaker speaker_2: 8-3-3-

Speaker speaker_1: 4-2-9-6.

Speaker speaker_2: 4-2-9-6. Okay. Thank you so very much.

Speaker speaker_1: Of course. And then that policy ended February 25, 2024.

Speaker speaker_2: Do you know when it... when the effective date was of that policy?

Speaker speaker_1: Yes. It started January 22nd, 2024.

Speaker speaker_2: And are these policies like an HMO, PPO, H... uh, EPO, or an identity plan?

Speaker speaker_1: They're PPOs.

Speaker speaker_2: They're PPOs. Do you see if there's a group number?

Speaker speaker_1: Let's see if I do have access to that benefit card. Bear with me one moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: 'Cause if we don't have access to it, you might have to call 90 Degree for it, but let's see.

Speaker speaker_2: Would he be the, um, subscriber of the policy since it's a... a temp agency through a temp agency?

Speaker speaker_1: Yes, ma'am. Um, I do actually have that policy number.

Speaker speaker_2: Okay.

Speaker speaker_1: It will be D as in David-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4767-7420.

Speaker speaker_2: Okay. And is there a group number?

Speaker speaker_1: It is 9476.

Speaker speaker_2: Okay. And if I can just get a call reference number.

Speaker speaker_1: It will be F as in Frank, B as in Boy, 0106, 2025.

Speaker speaker_2: Okay. Thank you so very much.

Speaker speaker_1: No problem. I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Card today.

Speaker speaker_2: Well, thank you. You, too. Bye-bye.

Speaker speaker_1: Bye.