

Transcript: Franchesca

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Full Transcript

Thank you for calling Bonnet Dependent Care. My name is ... I'll help you, yes. What's your name? Uh, my name is Brenda and I'm calling from NextCare Urgent Care and I'm trying to help a patient, um, w- obtain a member ID or 911, because I can't file with the phone number. That's what I'm supposed to give her. Okay. Bear with me one moment. Mm-hmm. What is the first and last name of that dependent, I'm sorry? I have Silas Jackson. And you said your name was Brandon with NextCare Urgent Care? Yes. Can you spell the first name for me? Maybe I'm misspelling it. S-I-L-A-S. Date of birth, 11/15/2002. Any chance he's a dependence in someone's policy? He says it's through a staffing agency and he called his HR and they told him that this was the name of his insurance. I have no clue. But he's the owner of the insurance. I don't know. He's not a dependence on someone else's policy? Mm-mm. He's the owner of the insurance. And the last name Jackson, J-A-C-K-S-O-N? Mm-hmm. Hm, 'cause my system is not pulling any account in general- Checking for assistance, excuse me. ... with the first name Styles. Okay. Mr. Jackson. Mr. Jackson. I have that, uh, someone from that number on, she's had questions, like, uh, give their number- Hello? Yes, hello. Good afternoon, sir. How are you? Hi, how are you? Good, thank you for asking. Please keep in mind there is a recorded line for quality services. Um, they were advising me that you're the current owner of the policy through your staffing company. Is this correct? Yes. So I did put in your first name, Styles, S-I-L-E-S, but I'm not populating any general file on my system for a first name like that. No, it's, it's S-I-L-A-S. There we go. That would explain why I wasn't able to find her with her on the line. Okay. Um, I do have to say, sir, I'm able to email you your benefit cards from the email on your account. Okay. Social ending 6721, email jack, S-I-L, 7676@gmail.com. But your current plan- Yes, does- ... doesn't cover urgent care. It doesn't? No, sir. You have a medical preventative care plan. Urgent care is not covered under that plan. Okay. You have virtual urgent care in-person. So what does that, what does that cover? So preventative services are gonna be your screenings for blood pressure, iron deficiency, um, your physical annually, the counseling for healthy diet, avoiding UV exposures from the sun, preventative immunizations like influenza, tetanus or varicella. And your generic preventative prescriptions, statins and vitamins. And then it does come with that virtual urgent care plan, as well as- Okay. ... a free Rx membership for medications, but that's all that it covers. Okay. So if I get prescribed medication, it covers that, right? Through the free Rx, it could, yes. Okay. Good. You just have to make sure that you do register for your free Rx memberships. Um, otherwise you won't have access to those benefit cards for it. Okay. All right. And then is that email correct for me to send you those benefit cards to? Um, can you, um, tell me the email again? Of course. Perfect. I have it down as jack, S at the end, sil7676@gmail.com. J-A-C-K-S S-I-L 76 76 at gmail.com? Yes, sir. Okay. Yeah. All right. So I'll send it there. Do you also want me to send you the information for how to register for the

free Rx in the event that you didn't get a chance to when you became active? Yes, please. All right. I'll put it in there for you. It's gonna have the website links as well as some of the steps. All right. All right. Was there anything else- Okay. ... I can assist you with today? Nope. Have a wonderful rest of your day. All right, bye. Bye. So she covered urgent care.

Conversation Format

Speaker speaker_0: Thank you for calling Bonnet Dependent Care. My name is ... I'll help you, yes. What's your name?

Speaker speaker_1: Uh, my name is Brenda and I'm calling from NextCare Urgent Care and I'm trying to help a patient, um, w- obtain a member ID or 911, because I can't file with the phone number. That's what I'm supposed to give her.

Speaker speaker_0: Okay. Bear with me one moment.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What is the first and last name of that dependent, I'm sorry?

Speaker speaker_1: I have Silas Jackson.

Speaker speaker_0: And you said your name was Brandon with NextCare Urgent Care?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you spell the first name for me? Maybe I'm misspelling it.

Speaker speaker_1: S-I-L-A-S. Date of birth, 11/15/2002.

Speaker speaker_0: Any chance he's a dependence in someone's policy?

Speaker speaker_1: He says it's through a staffing agency and he called his HR and they told him that this was the name of his insurance. I have no clue.

Speaker speaker_0: But he's the owner of the insurance.

Speaker speaker_1: I don't know.

Speaker speaker_0: He's not a dependence on someone else's policy?

Speaker speaker_1: Mm-mm. He's the owner of the insurance.

Speaker speaker_0: And the last name Jackson, J-A-C-K-S-O-N?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Hm, 'cause my system is not pulling any account in general-

Speaker speaker_1: Checking for assistance, excuse me.

Speaker speaker_0: ... with the first name Styles.

Speaker speaker_2: Okay. Mr. Jackson. Mr. Jackson. I have that, uh, someone from that number on, she's had questions, like, uh, give their number-

Speaker speaker_3: Hello?

Speaker speaker_0: Yes, hello. Good afternoon, sir. How are you?

Speaker speaker_3: Hi, how are you?

Speaker speaker_0: Good, thank you for asking. Please keep in mind there is a recorded line for quality services. Um, they were advising me that you're the current owner of the policy through your staffing company. Is this correct?

Speaker speaker_3: Yes.

Speaker speaker_0: So I did put in your first name, Styles, S-I-L-E-S, but I'm not populating any general file on my system for a first name like that.

Speaker speaker_3: No, it's, it's S-I-L-A-S.

Speaker speaker_0: There we go. That would explain why I wasn't able to find her with her on the line. Okay. Um, I do have to say, sir, I'm able to email you your benefit cards from the email on your account.

Speaker speaker_3: Okay.

Speaker speaker_0: Social ending 6721, email jack, S-I-L, 7676@gmail.com. But your current plan-

Speaker speaker_3: Yes, does-

Speaker speaker_0: ... doesn't cover urgent care.

Speaker speaker_3: It doesn't?

Speaker speaker_0: No, sir. You have a medical preventative care plan. Urgent care is not covered under that plan.

Speaker speaker_3: Okay.

Speaker speaker_0: You have virtual urgent care in-person.

Speaker speaker_3: So what does that, what does that cover?

Speaker speaker_0: So preventative services are gonna be your screenings for blood pressure, iron deficiency, um, your physical annually, the counseling for healthy diet, avoiding UV exposures from the sun, preventative immunizations like influenza, tetanus or varicella. And your generic preventative prescriptions, statins and vitamins. And then it does come with that virtual urgent care plan, as well as-

Speaker speaker_3: Okay.

Speaker speaker_0: ... a free Rx membership for medications, but that's all that it covers.

Speaker speaker_3: Okay. So if I get prescribed medication, it covers that, right?

Speaker speaker_0: Through the free Rx, it could, yes.

Speaker speaker_3: Okay.

Speaker speaker_0: Good. You just have to make sure that you do register for your free Rx memberships. Um, otherwise you won't have access to those benefit cards for it.

Speaker speaker_3: Okay.

Speaker speaker_0: All right. And then is that email correct for me to send you those benefit cards to?

Speaker speaker_3: Um, can you, um, tell me the email again?

Speaker speaker_0: Of course.

Speaker speaker_3: Perfect.

Speaker speaker_0: I have it down as jack, S at the end, sil7676@gmail.com.

Speaker speaker_3: J-A-C-K-S S-I-L 76 76 at gmail.com?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: Okay. Yeah.

Speaker speaker_0: All right. So I'll send it there. Do you also want me to send you the information for how to register for the free Rx in the event that you didn't get a chance to when you became active?

Speaker speaker_3: Yes, please.

Speaker speaker_0: All right. I'll put it in there for you. It's gonna have the website links as well as some of the steps.

Speaker speaker_3: All right.

Speaker speaker_0: All right. Was there anything else-

Speaker speaker_3: Okay.

Speaker speaker_0: ... I can assist you with today?

Speaker speaker_3: Nope.

Speaker speaker_0: Have a wonderful rest of your day.

Speaker speaker_3: All right, bye.

Speaker speaker_0: Bye.

Speaker speaker_3: So she covered urgent care.