

Transcript: Franchesca

Baez-6302717277552640-5264055538466816

Full Transcript

Thank you. Hello, Carmen. This is Jessica. How can I assist you? Hello? Yes, how can I help you? Hi. Yes. So, um, I was trying to set an appointment about 20 minutes ago with a podiatrist, um, but unfortunately they weren't able to get me set up because they didn't have enough information, um, from my insurance. Um, I can't remember exactly what it is that they were asking for, um, almost like what provider. Um, are you... Do you guys know if, uh, this form of insurance is under... I- is a, is a provider for almost all facilities? So we're not a carrier. We're an administrator for health insurance at staffing companies across the country. I will have to take a look and see what's your specific plan. What staffing company do you work with? Uh, TRC. What are the last four of your Social? I'm sorry? What are the last four digits of your Social Security government number? Oh, oh, okay. Uh, 1523. Last name? Uh, Pacheco-Aguilar. Can you verify your mailing address and date of birth to make sure I have the right account in front of me? Yes, it's, uh, 7289 Burlington Road, Wixit, North Carolina. Uh, zip code 27377. And the date of birth? Uh, August 22nd, 2001. I have as contact 336-639-3684, with the email of alexpacheco0736@gmail.com. Yes, that is perfect. Okay. So depending on the plan that you're currently trying to use, one of them, which is your Medical Preventative, has a network requirement, while as your VIP Standard does not. Um... I'm sorry. I don't, I don't understand. What? You asked me if I knew if there was any network restrictions with any of their plans and I am advising you- Oh. ... that from the medical plans that you have, one of them does, which is the StayHealthy ME/Czalarx Preventative. And one of them does not- Mm-hmm. ... which is your VIP Standard plan. Okay. So if... So I just... I don't understand, 'cause the, the issue is whenever I try setting up the appointment, um, they couldn't find my benefits in the card. So that's just an... That's just something that they can't process, right? Or, or was I giving them incorrect information? You provided them incorrect information, sir. As stated during the start of the call, we're not a carrier. You don't have insurance or benefits with Benefits in a Card. That was our company's name. Your medical plan- Mm-hmm. ... and dental plan are with American Public Life and your preventative plan is with 90 Degree. Do, do you know who they are so that I can give the, um, the appointment setter that information? Yes. Mr. Pacheco, I just advised him who your carrier... Do you want to take a piece of paper to write it down? Uh, yes, please. Yes. Let me know when you're ready. All right. I am ready. Okay. Your medical VIP Standard plan and dental is with American Public Life. American Public Life. Okay. And your medical preventative is with 90 Degree. 90 Degree. Okay. Okay. Right. What other information did you need? Okay. Um, so as far as setting that appointment up and them looking for my insurance, that's all the information I have to give them for them to know who they should be searching for? That really depends on companies wise, 'cause certain providers, doctor's office, some require certain information. But the one that I- Okay. ... provided to you should be what they need. In

the event that they need anything else, I recommend giving us a call back or writing down everything that they need or having them give us a call directly to verify your coverage. Okay. I'll, uh, I'll have them do that if, uh, if my way doesn't end up working and, uh, I'll just have them call you guys up. Understood. Hope you have a wonderful rest of your day. Thank you for your time today. Mm-hmm. Yes, ma'am. Likewise. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you. Hello, Carmen. This is Jessica. How can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, how can I help you?

Speaker speaker_1: Hi. Yes. So, um, I was trying to set an appointment about 20 minutes ago with a podiatrist, um, but unfortunately they weren't able to get me set up because they didn't have enough information, um, from my insurance. Um, I can't remember exactly what it is that they were asking for, um, almost like what provider. Um, are you... Do you guys know if, uh, this form of insurance is under... I- is a, is a provider for almost all facilities?

Speaker speaker_0: So we're not a carrier. We're an administrator for health insurance at staffing companies across the country. I will have to take a look and see what's your specific plan. What staffing company do you work with?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What are the last four digits of your Social Security government number?

Speaker speaker_1: Oh, oh, okay. Uh, 1523.

Speaker speaker_0: Last name?

Speaker speaker_1: Uh, Pacheco-Aguilar.

Speaker speaker_0: Can you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Yes, it's, uh, 7289 Burlington Road, Wixit, North Carolina. Uh, zip code 27377.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: Uh, August 22nd, 2001.

Speaker speaker_0: I have as contact 336-639-3684, with the email of alexpacheco0736@gmail.com.

Speaker speaker_1: Yes, that is perfect.

Speaker speaker_0: Okay. So depending on the plan that you're currently trying to use, one of them, which is your Medical Preventative, has a network requirement, while as your VIP Standard does not.

Speaker speaker_1: Um... I'm sorry. I don't, I don't understand. What?

Speaker speaker_0: You asked me if I knew if there was any network restrictions with any of their plans and I am advising you-

Speaker speaker_1: Oh.

Speaker speaker_0: ... that from the medical plans that you have, one of them does, which is the StayHealthy ME/Czalarx Preventative. And one of them does not-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which is your VIP Standard plan.

Speaker speaker_1: Okay. So if... So I just... I don't understand, 'cause the, the issue is whenever I try setting up the appointment, um, they couldn't find my benefits in the card. So that's just an... That's just something that they can't process, right? Or, or was I giving them incorrect information?

Speaker speaker_0: You provided them incorrect information, sir. As stated during the start of the call, we're not a carrier. You don't have insurance or benefits with Benefits in a Card. That was our company's name. Your medical plan-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and dental plan are with American Public Life and your preventative plan is with 90 Degree.

Speaker speaker_1: Do, do you know who they are so that I can give the, um, the appointment setter that information?

Speaker speaker_0: Yes. Mr. Pacheco, I just advised him who your carrier... Do you want to take a piece of paper to write it down?

Speaker speaker_1: Uh, yes, please. Yes.

Speaker speaker_0: Let me know when you're ready.

Speaker speaker_1: All right. I am ready.

Speaker speaker_0: Okay. Your medical VIP Standard plan and dental is with American Public Life.

Speaker speaker_1: American Public Life. Okay.

Speaker speaker_0: And your medical preventative is with 90 Degree.

Speaker speaker_1: 90 Degree. Okay. Okay.

Speaker speaker_0: Right. What other information did you need?

Speaker speaker_1: Okay. Um, so as far as setting that appointment up and them looking for my insurance, that's all the information I have to give them for them to know who they should be searching for?

Speaker speaker_0: That really depends on companies wise, 'cause certain providers, doctor's office, some require certain information. But the one that I-

Speaker speaker_1: Okay.

Speaker speaker_0: ... provided to you should be what they need. In the event that they need anything else, I recommend giving us a call back or writing down everything that they need or having them give us a call directly to verify your coverage.

Speaker speaker_1: Okay. I'll, uh, I'll have them do that if, uh, if my way doesn't end up working and, uh, I'll just have them call you guys up.

Speaker speaker_0: Understood. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Mm-hmm. Yes, ma'am. Likewise. Bye-bye.