

Transcript: Francesca

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Benefit . I'd like to speak Mr. Sean on behalf of MAU staffing, Ren and Sha. Yeah. Hey sir, I was calling in regards to your virtual urgent care issue. Oh, I, I had- And- I, I, I figured it out. Uh, I was able to log in. I just barely got done with the virtual care. Uh, I, I had gotten transferred back and the, the person that I was transferred back to actually sent me my insurance card, helped me find the correct website and, and it, I typed in my login, just logged straight in. So... Okay, um, I- It turns out I was on the wrong website, so... Understood. I do have to say, I'm not sure how you're getting the urgent care benefits 'cause your current medical plan doesn't have virtual urgent care. Any of the current plans that you're enrolled into, it doesn't offer it. See, the funny thing is, ever since I've been in or part, uh, part of med- uh, ever since they've sent me the online login, it's given me access to everything. I, I, I don't know what the problem is. It, like, uh, I, it gives me urgent care, virtual primary care, behavioral and virtual health counseling, and it's just says free. Schedule a consultation, free. Understood. Well, as long as you're able to get assistance, that's what matters. Uh, it's just, I... If, if, if I have access to it and it says that it's free, I don't understand why you guys are saying that I don't have it. I did upgrade the plan just barely with you, but I just barely got done with the consultation. I was quite literally hanging up with my physician as you called. Yes, sir. That's why when I called you, I was a bit puzzled. I'm not sure once again how you're getting those virtual benefits. But we already looked at the offerings from your staffing company all the way to 2022. So are you, uh, are, are you saying that I wasn't supposed to be able to do that? So you guys are doing what? I, I, I don't understand. What I'm saying, sir, is you currently have a... I understand. What I'm saying, sir, is you currently have access to benefits that I'm not sure how you're able to 'cause you don't have that ac- you're not supposed to have that access. Your staffing company, ever since 2022 has never offered virtual care with neither of the three plans you're currently active on. That medical preventative group absent innovation does not provide virtual care. So I'm not sure how you're getting access to it. I'm not sure either. I just got the email from you guys. I've been using the service. It's been nice, saying that I haven't had to drive sick while I'm, while I'm not feeling good, under the weather. I haven't been having to drive. Yes, sir. Well, as long as you were able to get assistance, that's what matters. All right. Thank you. You're welcome. Have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca Benefit . I'd like to speak Mr. Sean on behalf of MAU staffing, Ren and Sha.

Speaker speaker_0: Yeah.

Speaker speaker_2: Hey sir, I was calling in regards to your virtual urgent care issue.

Speaker speaker_0: Oh, I, I had-

Speaker speaker_2: And-

Speaker speaker_0: I, I, I figured it out. Uh, I was able to log in. I just barely got done with the virtual care. Uh, I, I had gotten transferred back and the, the person that I was transferred back to actually sent me my insurance card, helped me find the correct website and, and it, I typed in my login, just logged straight in. So...

Speaker speaker_2: Okay, um, I-

Speaker speaker_0: It turns out I was on the wrong website, so...

Speaker speaker_2: Understood. I do have to say, I'm not sure how you're getting the urgent care benefits 'cause your current medical plan doesn't have virtual urgent care. Any of the current plans that you're enrolled into, it doesn't offer it.

Speaker speaker_0: See, the funny thing is, ever since I've been in or part, uh, part of med-uh, ever since they've sent me the online login, it's given me access to everything. I, I, I don't know what the problem is. It, like, uh, I, it gives me urgent care, virtual primary care, behavioral and virtual health counseling, and it's just says free. Schedule a consultation, free.

Speaker speaker_2: Understood. Well, as long as you're able to get assistance, that's what matters.

Speaker speaker_0: Uh, it's just, I... If, if, if I have access to it and it says that it's free, I don't understand why you guys are saying that I don't have it. I did upgrade the plan just barely with you, but I just barely got done with the consultation. I was quite literally hanging up with my physician as you called.

Speaker speaker_2: Yes, sir. That's why when I called you, I was a bit puzzled. I'm not sure once again how you're getting those virtual benefits. But we already looked at the offerings from your staffing company all the way to 2022.

Speaker speaker_0: So are you, uh, are, are you saying that I wasn't supposed to be able to do that? So you guys are doing what? I, I, I don't understand.

Speaker speaker_2: What I'm saying, sir, is you currently have a... I understand. What I'm saying, sir, is you currently have access to benefits that I'm not sure how you're able to 'cause you don't have that ac- you're not supposed to have that access. Your staffing company, ever since 2022 has never offered virtual care with neither of the three plans you're currently active on. That medical preventative group absent innovation does not provide virtual care. So I'm

not sure how you're getting access to it.

Speaker speaker_0: I'm not sure either. I just got the email from you guys. I've been using the service. It's been nice, saying that I haven't had to drive sick while I'm, while I'm not feeling good, under the weather. I haven't been having to drive.

Speaker speaker_2: Yes, sir. Well, as long as you were able to get assistance, that's what matters.

Speaker speaker_0: All right. Thank you.

Speaker speaker_2: You're welcome. Have a great day.

Speaker speaker_0: Mm-hmm.