

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Angel. I have a mutual w- a member on the line. Her name is Sabrina Gilmore. Again, that's Sabrina Gilmore. Um, she's here in regards to benefit her medical Okay. So Sabrina Gilmore, what, what she calling about? I'm sorry, you kept breaking in and out. No, not a problem. I'm sorry. She's calling in regards to her medical benefit. Okay. So she's calling in regard to her medical insurance? Yes. Okay. Um, do you have an idea of what she's wanting to do? 'Cause I just spoke with her earlier today. She, uh, well, she was under the impression that she had medical insurance with us. So she wants so that she will be covered for our upcoming, um, diagnostic test, or screening test or mammogram. Okay. So Sabrina- And she does not have coverage with us. Mm-hmm. Well, I informed her that she just became active in the coverage as of today, but you can go ahead and transfer her over. I'll let her know again. Okay. Do you... the call back number? I have that as well. Um, I have her file pulled at 617-835-5204. Yes, that is it. Thank you, Justin. One moment please. Thank you. Mm-hmm. Hi, Justin. Hey, Sabrina. How are you doing? Oh, doing good, just a f- few pho-, uh, phone calls later. Um, so I talked, um, with the people that are, they're, will be at the mammography station on Wednesday, and they did say that it is, um, Ohio State law that that does have to be covered. So I was just trying to check in on that. Um, yeah. Um, will you confirm your date of birth for me real quick? I'm sorry. Sure, no problem. 4/8/71. Okay. So according to Ohio State law, preventative service sh- should be covered. Is that correct, what you're saying? Um, yeah, mammograms specifically. Okay. Um, so yes, so every- That's what I have coming up. Yeah. So everything would be covered at 100% under the preventative healthcare service plans for your state. Um, but I informed you earlier that you were outside of your personal open enrollment period and company open enrollment period. So we wouldn't be able to allow, wouldn't be able to make changes to the coverage. Um, so you wouldn't be able to add the NEC Tellurix to the medical plan, 'cause you're outside of your personal open enrollment period, which is 30 days from your first initial paycheck. Mm-hmm. Yeah, I wasn't, I wasn't calling to make changes to the plan. Um, the way she described it is it kind of goes beyond whatever your plan is, that, like, it has to be covered for every person because they don't want people canceling their appointments. Um, so she's, she described it as not being part of whatever my plan is, but just since it is the law, um, that it would need to be covered for anyone, I guess, over 40 was the, the age range. So they are gonna go ahead and submit it. Um, I didn't even know if it was worth it to try and make this call, um- Mm-hmm. ... you guys to let you know about that. Um, but so, Justin, this... So what is the name of your company? We're Benefits and a Card. We're the benefit administrators for ... This is Benefits and a Card. Correct. Okay. So is that... So what is my actual insurance carrier cover- uh, called? So your insurance carrier is through American Public Life, the people that you were transferred back

over here from. Um, they told you that you weren't in their system just yet because you just became active in the coverage as of today, and it takes 72 hours to generate policy numbers on their end. So that's probably why you were informed that- Okay. ... you weren't found in their system just yet. Okay. So that is the right name. Um... Right. Okay. So I'll take that with me Wednesday. All right. I, I guess that's, that's gonna do it for today. I appreciate your help. You're welcome. You have a great day, okay? Okay. You too. Bye-bye. All right. B-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. This is Angel. I have a mutual w- a member on the line. Her name is Sabrina Gilmore. Again, that's Sabrina Gilmore. Um, she's here in regards to benefit her medical

Speaker speaker_2: Okay. So Sabrina Gilmore, what, what she calling about? I'm sorry, you kept breaking in and out.

Speaker speaker_1: No, not a problem. I'm sorry. She's calling in regards to her medical benefit.

Speaker speaker_2: Okay. So she's calling in regard to her medical insurance?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Um, do you have an idea of what she's wanting to do? 'Cause I just spoke with her earlier today.

Speaker speaker_1: She, uh, well, she was under the impression that she had medical insurance with us. So she wants so that she will be covered for our upcoming, um, diagnostic test, or screening test or mammogram.

Speaker speaker_2: Okay. So Sabrina-

Speaker speaker_1: And she does not have coverage with us. Mm-hmm.

Speaker speaker_2: Well, I informed her that she just became active in the coverage as of today, but you can go ahead and transfer her over. I'll let her know again.

Speaker speaker_1: Okay. Do you... the call back number? I have that as well.

Speaker speaker_2: Um, I have her file pulled at 617-835-5204.

Speaker speaker_1: Yes, that is it. Thank you, Justin. One moment please. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_4: Hi, Justin.

Speaker speaker_0: Hey, Sabrina. How are you doing?

Speaker speaker_4: Oh, doing good, just a f- few pho-, uh, phone calls later. Um, so I talked, um, with the people that are, they're, will be at the mammography station on Wednesday, and they did say that it is, um, Ohio State law that that does have to be covered. So I was just trying to check in on that.

Speaker speaker_0: Um, yeah. Um, will you confirm your date of birth for me real quick? I'm sorry.

Speaker speaker_4: Sure, no problem. 4/8/71.

Speaker speaker_0: Okay. So according to Ohio State law, preventative service sh- should be covered. Is that correct, what you're saying?

Speaker speaker_4: Um, yeah, mammograms specifically.

Speaker speaker_0: Okay. Um, so yes, so every-

Speaker speaker_4: That's what I have coming up.

Speaker speaker_0: Yeah. So everything would be covered at 100% under the preventative healthcare service plans for your state. Um, but I informed you earlier that you were outside of your personal open enrollment period and company open enrollment period. So we wouldn't be able to allow, wouldn't be able to make changes to the coverage. Um, so you wouldn't be able to add the NEC Tellurix to the medical plan, 'cause you're outside of your personal open enrollment period, which is 30 days from your first initial paycheck.

Speaker speaker_4: Mm-hmm. Yeah, I wasn't, I wasn't calling to make changes to the plan. Um, the way she described it is it kind of goes beyond whatever your plan is, that, like, it has to be covered for every person because they don't want people canceling their appointments. Um, so she's, she described it as not being part of whatever my plan is, but just since it is the law, um, that it would need to be covered for anyone, I guess, over 40 was the, the age range. So they are gonna go ahead and submit it. Um, I didn't even know if it was worth it to try and make this call, um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_4: ... you guys to let you know about that. Um, but so, Justin, this... So what is the name of your company?

Speaker speaker_0: We're Benefits and a Card. We're the benefit administrators for ...

Speaker speaker_4: This is Benefits and a Card.

Speaker speaker_0: Correct.

Speaker speaker_4: Okay. So is that... So what is my actual insurance carrier cover- uh, called?

Speaker speaker_0: So your insurance carrier is through American Public Life, the people that you were transferred back over here from. Um, they told you that you weren't in their system just yet because you just became active in the coverage as of today, and it takes 72 hours to

generate policy numbers on their end. So that's probably why you were informed that-

Speaker speaker_4: Okay.

Speaker speaker_0: ... you weren't found in their system just yet.

Speaker speaker_4: Okay. So that is the right name. Um...

Speaker speaker_0: Right.

Speaker speaker_4: Okay. So I'll take that with me Wednesday. All right. I, I guess that's, that's gonna do it for today. I appreciate your help.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_4: Okay. You too. Bye-bye.

Speaker speaker_0: All right. B-