

Transcript: Justin

Mills-4786174219042816-5951282899107840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hiya, this is Christian. Mm-hmm. Can I am- am I speaking with a human resources? Uh, this is Benefits in a Card. We're the benefit administrators for staffing agencies, so we deal with health insurance. Yeah. Okay. Yeah, that's fine. So, um, so, um, on my check it says, uh, um, I have like medical and dental, and I want to see, like, how can I use it or what covers... You know, I got questions about it. Okay, what's the staffing agency you work for? Uh, NASCO. Uh, what's the staffing agency? That may be a- an assignment you're on. Um, ? ? ? ? ? , does that help? Um, hold on. I don't know what that means. Yeah, I'm not... Here, what's your first and last name and the last four of your Social? Uh, Christian Hernandez, uh, zero-four-zero-zero. Okay, so you're with Innovative Staff Solutions. Um, for security purposes, can you verify your home address, including city, state and zip code? Uh, 1404 West Fourth Street, Centralia, Illinois, 62801. And your date of birth? Uh, 04-22-05. And a good telephone number have a 618-359-3556? Mm-hmm. And the email will have a ch4996434@gmail.com? Yep. You got it. Okay. So, looking at the file, looks like you're enrolled into the Ensure Plus Basic, which covers hospitals, doctors and medications, and then dental for employee only. However, do you by any chance have your ID cards or no? Uh, I do have those, I think, but what I haven't- Why... Go check, go check. Like... Do you- He'll- he'll be right back. I actually have a question for you too, if I can ask something. Yeah. Um, so, we went to, um, the hospital the other day and a doctor's appointment, and we already went, and they're billing us. Would we be able to use that stuff still since we already went, or do you really know if we could do that? Um, well, since you already went to the appointment in the hospital, what you can do, you can go back to that provider, provide them with the ID cards and let them, uh, fill in that information from there. And then whatever the remaining balance would be from that bill would be responsibility after the insurance carrier pays their set portion. Yeah, yeah. Go ask him your questions and I'll go find my... Where's your keys? Mm-hmm. Oh, mother . I'm in my car . Okay, well, you ask him your question and I'll be back. Mm-hmm. Oh, okay, yeah, give me one moment here. Mm-hmm. Um, is it okay if I call you back? Yeah, that should be fine. We're open until 8:00 PM Eastern Standard Time, okay? 8:00 PM. Okay, okay. Appreciate it. You're welcome. You have a great day, okay? Uh, yeah, you too. All right, 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. This is Justin. How can I help you today?

Speaker speaker_2: Hiya, this is Christian.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Can I am- am I speaking with a human resources?

Speaker speaker_1: Uh, this is Benefits in a Card. We're the benefit administrators for staffing agencies, so we deal with health insurance.

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay. Yeah, that's fine. So, um, so, um, on my check it says, uh, um, I have like medical and dental, and I want to see, like, how can I use it or what covers... You know, I got questions about it.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_3: Uh, NASCO.

Speaker speaker_1: Uh, what's the staffing agency? That may be a- an assignment you're on.

Speaker speaker_2: Um, ? ? ? ? ? , does that help? Um, hold on. I don't know what that means.

Speaker speaker_3: Yeah, I'm not...

Speaker speaker_1: Here, what's your first and last name and the last four of your Social?

Speaker speaker_2: Uh, Christian Hernandez, uh, zero-four-zero-zero.

Speaker speaker_1: Okay, so you're with Innovative Staff Solutions. Um, for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Uh, 1404 West Fourth Street, Centralia, Illinois, 62801.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 04-22-05.

Speaker speaker_1: And a good telephone number have a 618-359-3556?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email will have a ch4996434@gmail.com?

Speaker speaker_2: Yep. You got it.

Speaker speaker_1: Okay. So, looking at the file, looks like you're enrolled into the Ensure Plus Basic, which covers hospitals, doctors and medications, and then dental for employee only. However, do you by any chance have your ID cards or no?

Speaker speaker_2: Uh, I do have those, I think, but what I haven't-

Speaker speaker_3: Why... Go check, go check. Like...

Speaker speaker_2: Do you-

Speaker speaker_3: He'll- he'll be right back. I actually have a question for you too, if I can ask something.

Speaker speaker_1: Yeah.

Speaker speaker_3: Um, so, we went to, um, the hospital the other day and a doctor's appointment, and we already went, and they're billing us. Would we be able to use that stuff still since we already went, or do you really know if we could do that?

Speaker speaker_1: Um, well, since you already went to the appointment in the hospital, what you can do, you can go back to that provider, provide them with the ID cards and let them, uh, fill in that information from there. And then whatever the remaining balance would be from that bill would be responsibility after the insurance carrier pays their set portion.

Speaker speaker_3: Yeah, yeah. Go ask him your questions and I'll go find my... Where's your keys?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Oh, mother .

Speaker speaker_4: I'm in my car .

Speaker speaker_3: Okay, well, you ask him your question and I'll be back.

Speaker speaker_4: Mm-hmm. Oh, okay, yeah, give me one moment here.

Speaker speaker_2: Mm-hmm. Um, is it okay if I call you back?

Speaker speaker_1: Yeah, that should be fine. We're open until 8:00 PM Eastern Standard Time, okay?

Speaker speaker_2: 8:00 PM. Okay, okay. Appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Uh, yeah, you too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.