

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. When I got your question... This is baby Aaron. Um, the insurance I got, man, the expense of what I got it for, it don't really... Does it pay anything? Um, let me try pulling your file and see what's you're enrolled into. What's the staffing agency you work for? Wagner. Wagner? And last four of your social? 2452. Our date of birth is 6/21. My address, 531 Mountain Creek Church Road, Northwest, block 28 for Apple, Monroe, Georgia, 30065. Okay. And I guess the telephone number I have is 404-268-4989? Yes, yes. Okay. And the email is lenoiseaaron41 at gmail? Yes, sir. Okay, so let's see here. So checking the file, it looks like you're enrolled into preventative healthcare services with MEC stand-alone, so like your physicals, diabetes screenings, vaccinations, stuff like that. Then you have the VIP Pro, which covers hospitals, doctors and medications. However, you're stating that the insurance doesn't cover anything. Is that correct? Yeah. I'm a diabetic, man. I need the, uh, the shots for my arm to help with my diabetes. It don't even cover... It ain't even cover it, man. It's what? 80 something dollars. I understand it can't cover my, uh, shots for my diabetes for once a week. That's understandable but, but it ain't covering nothing. It ain't covering- Okay. So let's see. It's- Uh, now, quick question. Did you go to a provider that was in network or out of network? Um, I want you to always up there at Walgreens. That's the only place. I'm in Monroe. It's got Walgreens, CVS and Walmart. Kroger's is dollar... Too far for me to drive to go get medicine. Okay. 'Cause I do know they have to stay in network with the insurance carrier to pay for those services. Um, let me check on something real quick. Um, as of right now, the only thing I can do is provide you with MultiPlan's number, and if you provide them with your zip code, they can give you a list of providers that will accept the insurance in that location. Um, so you can't really... You can't really tell- Uh, what was that again? I'm sorry, you keep breaking in and out. You can't, um, there's no way you can tell me, uh, what providers is? Uh, no sir, because honestly I don't have that list on hand. That company that I'm providing you has that information. I'm driving down the road. ... Um, no, I can email you the, the information, if that would help. Well, what is... Sorry, I, I'll take it. What is it? Um, so the company is called MultiPlan. Yes. And they're... Yeah, and... Give me that number again. Yeah, and their telephone number is 800-457-1403. All right, cool. Thanks, man. Yes, sir. You have a great day, okay? This gets sent out every week or every two weeks or what? Uh, what was that again? You keep breaking in and out. I'm sorry. Is this one of those takeouts every week? Yes, sir. These are weekly deductions. So it cover... What does it cover though? Tell me that one more time, 'cause I know I got the other plan because it covers your dental, eye exam and stuff. Yes. So you have the MEC stand alone, which covers your preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then you have the VIP Pro, which covers your hospital visits,

doctor visits and medication coverage. Um, I could email you a copy of a benefit guide, um, what it'll show what's covered, what's not covered, how much the insurance carrier will pay for those services. Yeah. ... I ain't got my card with me but I have paper. Okay. So let's see here. So I'll go ahead and email you that copy of the benefit guide. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? All right, cool. Thanks, man. You're welcome. You have a great day, okay? Bye-bye. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. When I got your question... This is baby Aaron. Um, the insurance I got, man, the expense of what I got it for, it don't really... Does it pay anything?

Speaker speaker_0: Um, let me try pulling your file and see what's you're enrolled into. What's the staffing agency you work for?

Speaker speaker_1: Wagner.

Speaker speaker_0: Wagner? And last four of your social?

Speaker speaker_1: 2452. Our date of birth is 6/21. My address, 531 Mountain Creek Church Road, Northwest, block 28 for Apple, Monroe, Georgia, 30065.

Speaker speaker_0: Okay. And I guess the telephone number I have is 404-268-4989?

Speaker speaker_1: Yes, yes.

Speaker speaker_0: Okay. And the email is lenoiseaaron41 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So checking the file, it looks like you're enrolled into preventative healthcare services with MEC stand-alone, so like your physicals, diabetes screenings, vaccinations, stuff like that. Then you have the VIP Pro, which covers hospitals, doctors and medications. However, you're stating that the insurance doesn't cover anything. Is that correct?

Speaker speaker_1: Yeah. I'm a diabetic, man. I need the, uh, the shots for my arm to help with my diabetes. It don't even cover... It ain't even cover it, man. It's what? 80 something dollars. I understand it can't cover my, uh, shots for my diabetes for once a week. That's understandable but, but it ain't covering nothing. It ain't covering-

Speaker speaker_0: Okay. So let's see.

Speaker speaker_1: It's-

Speaker speaker_0: Uh, now, quick question. Did you go to a provider that was in network or out of network?

Speaker speaker_1: Um, I want you to always up there at Walgreens. That's the only place. I'm in Monroe. It's got Walgreens, CVS and Walmart. Kroger's is dollar... Too far for me to drive to go get medicine.

Speaker speaker_0: Okay. 'Cause I do know they have to stay in network with the insurance carrier to pay for those services. Um, let me check on something real quick. Um, as of right now, the only thing I can do is provide you with MultiPlan's number, and if you provide them with your zip code, they can give you a list of providers that will accept the insurance in that location.

Speaker speaker_1: Um, so you can't really... You can't really tell-

Speaker speaker_0: Uh, what was that again? I'm sorry, you keep breaking in and out.

Speaker speaker_1: You can't, um, there's no way you can tell me, uh, what providers is?

Speaker speaker_0: Uh, no sir, because honestly I don't have that list on hand. That company that I'm providing you has that information.

Speaker speaker_1: I'm driving down the road. ...

Speaker speaker_0: Um, no, I can email you the, the information, if that would help.

Speaker speaker_1: Well, what is... Sorry, I, I'll take it. What is it?

Speaker speaker_0: Um, so the company is called MultiPlan.

Speaker speaker_1: Yes.

Speaker speaker_0: And they're... Yeah, and...

Speaker speaker_1: Give me that number again.

Speaker speaker_0: Yeah, and their telephone number is 800-457-1403.

Speaker speaker_1: All right, cool. Thanks, man.

Speaker speaker_0: Yes, sir. You have a great day, okay?

Speaker speaker_1: This gets sent out every week or every two weeks or what?

Speaker speaker_0: Uh, what was that again? You keep breaking in and out.

Speaker speaker_1: I'm sorry. Is this one of those takeouts every week?

Speaker speaker_0: Yes, sir. These are weekly deductions.

Speaker speaker_1: So it cover... What does it cover though? Tell me that one more time, 'cause I know I got the other plan because it covers your dental, eye exam and stuff.

Speaker speaker_0: Yes. So you have the MEC stand alone, which covers your preventative healthcare services like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. And then you have the VIP Pro, which covers your hospital visits, doctor visits and medication coverage. Um, I could email you a copy of a benefit guide, um, what it'll show what's covered, what's not covered, how much the insurance carrier will pay for those services.

Speaker speaker_1: Yeah. ... I ain't got my card with me but I have paper.

Speaker speaker_0: Okay. So let's see here. So I'll go ahead and email you that copy of the benefit guide. Um, email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: All right, cool. Thanks, man.

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

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right, bye-bye.