

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. I'm calling to see, um, what, what does my plan cover as far as, like, visits, like prenatal wise? Like if I have to split them up between OB and, um, primary care or...? Yeah. Let me check on that for you. What's the staffing agency you work for? Crown Staffing. And the last four of your Social? 6175. And your first and last name? Alanna Lewis-Thomas. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Alanna? Uh, 2905 Blackaway Drive, Louisville, Kentucky 40216. And confirm your date of birth. 4/27/97. And a good telephone number has 502-310-2160? Yeah. And the email I have is alanna.my@gmail? Mm-hmm. Okay. So let's see here. So you have the MEC Enhanced which covers hospitals, doctors and medications, plus preventative services as well. So let's see. Checking the benefit guide for preventive care, uh, limited of four visits annually per person. Um, same with s- specialty care visits and urgent care visits as well. Hmm. So is there something like different prenatal wise? Um, so for preventative care, for prenatal, um, I feel like that's more of a carrier question. So let's see here. Uh, bear with me one second, okay? Okay.

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. I'm calling to see, um, what, what does my plan cover as far as, like, visits, like prenatal wise? Like if I have to split them up between OB and, um, primary care or...?

Speaker speaker_0: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Crown Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6175.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Alanna Lewis-Thomas.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Alanna?

Speaker speaker_1: Uh, 2905 Blackaway Drive, Louisville, Kentucky 40216.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 4/27/97.

Speaker speaker_0: And a good telephone number has 502-310-2160?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is alanna.my@gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So let's see here. So you have the MEC Enhanced which covers hospitals, doctors and medications, plus preventative services as well. So let's see. Checking the benefit guide for preventive care, uh, limited of four visits annually per person. Um, same with s- specialty care visits and urgent care visits as well.

Speaker speaker_1: Hmm. So is there something like different prenatal wise?

Speaker speaker_0: Um, so for preventative care, for prenatal, um, I feel like that's more of a carrier question. So let's see here. Uh, bear with me one second, okay?

Speaker speaker_1: Okay.