

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? Hi, Justin. How are you? I'm doing pretty well, and yourself? Not bad. So we just added our card to part of our IVF program because my wife and I, we are working on IV... our IVF program. And, uh, it looks like this card is not... the benefits are not supporting the IVF. Is... Can you tell me a little bit more? Um, what's the staffing agency you work for? Uh, Oxford Global. And the last four of your Social? 0856. And what were your first and last name? Christopher Okolo. Okolo. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Christopher? Uh, it's, uh, 30 South Park Road, um, Andover, uh, zip code is 01810. And your date of birth? Oh, where else? The 26th of December 1980. And a good telephone number I have is 978-860-6051. Y- yes, that's it. Yeah. And the email I have is your first and last name at gmail.com? Yeah. Okay. Um, so looking at the file, you're currently enrolled into the Ensure Plus Enhance, which is your medical plan. That does cover hospitals, doctors and medications, dental and vision for employee plus family. However, you asked if it covered IVF therapy? Yes. IV... IVF process, yes. Uh, so let's see. So you do have coverage for hospitals, doctors and medications. However, let me try and get someone on at the insurance carrier 'cause that may be a carrier question. Okay, cool. Thanks. You're welcome. Bear with me one second. Okay? All right. Yeah.

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: Hi, Justin. How are you?

Speaker speaker_0: I'm doing pretty well, and yourself?

Speaker speaker_1: Not bad. So we just added our card to part of our IVF program because my wife and I, we are working on IV... our IVF program. And, uh, it looks like this card is not... the benefits are not supporting the IVF. Is... Can you tell me a little bit more?

Speaker speaker_0: Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Oxford Global.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0856.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Christopher Okolo.

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

Speaker speaker_1: Uh, it's, uh, 30 South Park Road, um, Andover, uh, zip code is 01810.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Oh, where else? The 26th of December 1980.

Speaker speaker_0: And a good telephone number I have is 978-860-6051.

Speaker speaker_1: Y- yes, that's it. Yeah.

Speaker speaker_0: And the email I have is your first and last name at gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so looking at the file, you're currently enrolled into the Ensure Plus Enhance, which is your medical plan. That does cover hospitals, doctors and medications, dental and vision for employee plus family. However, you asked if it covered IVF therapy?

Speaker speaker_1: Yes. IV... IVF process, yes.

Speaker speaker_0: Uh, so let's see. So you do have coverage for hospitals, doctors and medications. However, let me try and get someone on at the insurance carrier 'cause that may be a carrier question.

Speaker speaker_1: Okay, cool. Thanks.

Speaker speaker_0: You're welcome. Bear with me one second. Okay?

Speaker speaker_1: All right. Yeah.