

Transcript: Justin

Mills-6309239386587136-6304371980681216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. Hi, Justin. My name's Matthew. I just have a quick question about my insurance. I just want to know what it covers. Okay. What's the staffing agency you work for? Surge. And the last four of your social? Uh, 7755. And what was your last name, Matthew? Gracey, G-R-A-C-E-Y. And for security purposes, can you verify your home address, including city, state and zip code, Matthew? Um, 733 Shalimar Drive, Apartment B. Or is it something else on there? I just moved recently, so I don't know if it's updated. I have Shalimar Drive as an updated address. Yeah, Shalimar Drive. N- yeah, it should be updated. What apartment is it though? Uh, D as in David. Oh, okay. Yeah. I'm gonna need to change that 'cause that's my old studio. I just moved into a different apartment in the same complex, but you know what I mean? Yeah, same apartment. I'll have to update that. Yeah, it's 733 now, Apartment B. Yeah. 733 Shalimar Drive. Yeah, Apartment B. Okay. Apartment B. And confirm your date of birth. Uh, 01/22/2002. And a good telephone number has 559-649-8854? Correct. And the email has matthew.gracey.2002@gmail.com? Yeah, that works. Okay. So looking at the file, looks like you're currently enrolled into the MHC TeleRx, which covers all of your preventative health care services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative health care services are like your physical exams, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy. So, an inhaler would be covered on it for asthma, right? Now, that may be a carrier question. Okay. So yeah. Well, here's the thing. My girlfriend and I, we started working at Ariel in Ohio here. And basically, we got this insurance through the temp agency, and we don't really know much about it. We didn't really get to learn much about it. So, she's been having trouble trying to find a doctor that'll take this insurance. Okay. Um, so I can provide you with MultiPlan's telephone number, and if you provide them with your zip code, they can give you a list of doctors and providers in that location that will accept the insurance. If, if you... Oh, I mean, this is just a random question. I know you probably don't have an answer, but do you think urgent care would take it? Um, so it only covers preventative health care services, so urgent care would not be covered. Okay. But I'd have to go see a real doctor, huh? Correct. For preventative health care services, yes. Okay, gosh. All right. So you, you said you could give me a phone number, and you can give me, I give them my zip code? Yeah. Just let me know when- All right. ... you're ready for that number. I'm ready. Okay. So the company is called MultiPlan. All right. And their telephone number- MultiPlan. Yes, MultiPlan. Yeah. What is it? And their telephone number is 800-457-1403. All right, 1403... Yes. Yeah. 457-1403. Yep. Okay. Is there anything else I can help you with out there, Matthew? Uh, no, should be it, man. I just... Yeah. Do you think, did you guys send me a

physical card in the mail? W- You guys did, right? Um, yes sir. I can go ahead and email it to you just to be on the safe side if need be. Yeah, yeah. Would you mind emailing me my insurance card just so I have it? Yeah. Do you mind if I place you on a brief hold while I do that? No, it's okay. Uh, no problem. Okay. Hello, Matthew. You still there? Yeah, I'm still here. Awesome. Thank you so much for waiting. So I went ahead and emailed you that ID card to the email that was on file. Email that should be looking out, be coming from info, that's I-N-F-O, @benefitsmycard. Okay? Yep. Okay. Yeah. Is there anything else I can help you? Uh, no, that's it. Awesome. That's about it all. Well, you have a wonderful day, okay? All right. It was good to see you, man. Thank you. You're welcome. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. Hi, Justin. My name's Matthew. I just have a quick question about my insurance. I just want to know what it covers.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 7755.

Speaker speaker_1: And what was your last name, Matthew?

Speaker speaker_2: Gracey, G-R-A-C-E-Y.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Matthew?

Speaker speaker_2: Um, 733 Shalimar Drive, Apartment B. Or is it something else on there? I just moved recently, so I don't know if it's updated.

Speaker speaker_1: I have Shalimar Drive as an updated address.

Speaker speaker_2: Yeah, Shalimar Drive. N- yeah, it should be updated. What apartment is it though?

Speaker speaker_1: Uh, D as in David.

Speaker speaker_2: Oh, okay. Yeah. I'm gonna need to change that 'cause that's my old studio. I just moved into a different apartment in the same complex, but you know what I mean?

Speaker speaker_1: Yeah, same apartment.

Speaker speaker_2: I'll have to update that. Yeah, it's 733 now, Apartment B. Yeah.

Speaker speaker_1: 733 Shalimar Drive.

Speaker speaker_2: Yeah, Apartment B.

Speaker speaker_1: Okay. Apartment B. And confirm your date of birth.

Speaker speaker_2: Uh, 01/22/2002.

Speaker speaker_1: And a good telephone number has 559-649-8854?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email has matthew.gracey.2002@gmail.com?

Speaker speaker_2: Yeah, that works.

Speaker speaker_1: Okay. So looking at the file, looks like you're currently enrolled into the MHC TeleRx, which covers all of your preventative health care services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventative health care services are like your physical exams, diabetes screenings, vaccinations, STD checks. Pretty much things that generally make you stay healthy.

Speaker speaker_2: So, an inhaler would be covered on it for asthma, right?

Speaker speaker_1: Now, that may be a carrier question.

Speaker speaker_2: Okay. So yeah. Well, here's the thing. My girlfriend and I, we started working at Ariel in Ohio here. And basically, we got this insurance through the temp agency, and we don't really know much about it. We didn't really get to learn much about it. So, she's been having trouble trying to find a doctor that'll take this insurance.

Speaker speaker_1: Okay. Um, so I can provide you with MultiPlan's telephone number, and if you provide them with your zip code, they can give you a list of doctors and providers in that location that will accept the insurance.

Speaker speaker_2: If, if you... Oh, I mean, this is just a random question. I know you probably don't have an answer, but do you think urgent care would take it?

Speaker speaker_1: Um, so it only covers preventative health care services, so urgent care would not be covered.

Speaker speaker_2: Okay. But I'd have to go see a real doctor, huh?

Speaker speaker_1: Correct. For preventative health care services, yes.

Speaker speaker_2: Okay, gosh. All right. So you, you said you could give me a phone number, and you can give me, I give them my zip code?

Speaker speaker_1: Yeah. Just let me know when-

Speaker speaker_2: All right.

Speaker speaker_1: ... you're ready for that number.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay. So the company is called MultiPlan.

Speaker speaker_2: All right.

Speaker speaker_1: And their telephone number-

Speaker speaker_2: MultiPlan.

Speaker speaker_1: Yes, MultiPlan.

Speaker speaker_2: Yeah. What is it?

Speaker speaker_1: And their telephone number is 800-457-1403.

Speaker speaker_2: All right, 1403...

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah.

Speaker speaker_1: 457-1403.

Speaker speaker_2: Yep. Okay.

Speaker speaker_1: Is there anything else I can help you with out there, Matthew?

Speaker speaker_2: Uh, no, should be it, man. I just... Yeah. Do you think, did you guys send me a physical card in the mail? W- You guys did, right?

Speaker speaker_1: Um, yes sir. I can go ahead and email it to you just to be on the safe side if need be.

Speaker speaker_2: Yeah, yeah. Would you mind emailing me my insurance card just so I have it?

Speaker speaker_1: Yeah. Do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: No, it's okay. Uh, no problem.

Speaker speaker_1: Okay. Hello, Matthew. You still there?

Speaker speaker_2: Yeah, I'm still here.

Speaker speaker_1: Awesome. Thank you so much for waiting. So I went ahead and emailed you that ID card to the email that was on file. Email that should be looking out, be coming from info, that's I-N-F-O, @benefitsmycard. Okay?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Is there anything else I can help you?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: Awesome.

Speaker speaker_2: That's about it all.

Speaker speaker_1: Well, you have a wonderful day, okay?

Speaker speaker_2: All right. It was good to see you, man. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.