

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. Um, well, I got transferred to you guys, 'cause, uh, I was talking to this lady and she was just explaining to me that it's, uh, other benefits, uh, for this plan. And I just wanted to see if you can just kind of go over and explain what, what the benefits are. Yeah. What's the staffing agency you work for? Uh, it is Partners Personnel. And the last four of your Social? It is, um, 7255. And what was your first and last name? It is Gerardo Gonzalez Ramirez. Okay. Well, am I speaking with Gerardo? Uh, no. He's here by my side and I'm just, like, um, talking on his behalf. And, uh, he consent to the other lady, uh, I can, like, talk to you guys. Okay, um- I don't know if you would like to do the same. ... No worries. Let's see here. For security purposes, could you verify his home address, including city, state and zip code? Yeah. The, um, his address is 390 Gentry Way, Number 32, Reno, Nevada 89502. And his date of birth? It is 7/20/63. And a good telephone number I have is 775-303-5560? That is correct. And his email is gerardgonzalez2063@gmail? That's correct. Okay. Um, so looking at the file, it looks like he's currently enrolled into the VIP Prime, which is his medical plan, uh, which covers hospitals, doctors and medications. However, do you have any- Mm-hmm. ... specific questions regarding that? Yeah. Uh, 'cause he, um, this, this week he went to his, um, primary care. Mm-hmm. And she, oh, he sent her to, like, um... He sent him to do some lab work, but he was going to the same place, like, uh, a bi- at this clinic to do the lab work, and they say that they don't, like... They couldn't find the insurance for whatever reason. Like, they don't accept that insurance. So, um, the main question was, um, where can he go? So, the other lady was kind of explaining to us that he can go pretty much anywhere, but, um, it's just the fact that the lab, um, facility is willing to, um, submit the claim to you guys. Is that correct? Um, well, I do know that you have to stay in network for the insurance carrier to pay, um, for them to submit a claim and for the actual insurance carrier to cover it. Um, but were you provided MultiPlan's telephone number or information regarding that to find a medical provider or no? Um, yeah. I think, uh, they sent, um... They sent him, like, a list of providers, so that's why he went to that specific clinic, which they accept this insurance. But the lab place didn't accept it, so he was just, like, trying to find, like, a place where to go and do his lab work. Okay. Um, us at Benefits on a Card, we wouldn't have that information on hand. Um, we would provide you with MultiPlan's number and then MultiPlan would provide that information to you. Um, but I would reach back out- Okay. ... to MultiPlan to see if there is another person on that list or another provider on that list that will accept the insurance to see if you can- Yeah, the, the thing- ... move it a step. The thing is that she was saying that this plan is, like... is basically an... is basically not in network. Like, you can pretty much go anywhere. That's what she was saying. Like, you can go anywhere and, um, they, like... I think it's easier, like, if they are willing to, like, submit the claim. Or, like, she was saying that he could do it her- himself, but it

is kind of hard. Like, you know, like, I don't think he does have an idea how to do that. So, that's why I was just thinking, like, it's better, like, to have an idea, you know. Like, where to... like, where to go, like, oh, yeah, for sure they're gonna accept the card. Like, she was saying, like, for lab work, she, like, she was recommending, like, basically call and ask them, like, "Hey, you guys accept this insurance?" And they go from there. And if not, just give them... give the lab place the... their phone number so they can call and verify with them. She was saying that that's the easiest way, that they always talk to providers. Like, they talk to providers all the time. Yes, ma'am, but us at Benefits on a Card, we don't do that. Um, we don't do that. Um, the member would have to do that- No, yeah. So- ... and reach out to these specific telephone numbers. No, I... No, I understand. Like- Oh, okay. Um, that's what she was... That's what she told us, and, uh, that's... I think that's what is he going to do. But she- Okay. ... just, like, said that if... it might be another benefit, that's why she transfer... um, she transfer you... she transfer us over to you, like, to see what other benefits. But I don't know, like, what other benefits he could have. Um, yeah. So, so she was probably talking about other things that's offered through her- his employer. Um, but looking- Mm-hmm. ... at the hire date, he's, he's outside of his personal open enrollment period, and it's not company open enrollment period. So unfortunately, we wouldn't be able to make any changes to his coverage right now. Oh, okay. I see. And when is the open enrollment? Um, let me check on that. Let's see. Because I... For Partners... Here, do you mind if I place you on a brief hold for a second? No, go ahead. Okay. Okay, so it looks like Partners Personnel had their last open enrollment from October 14th to October 25th of last year. So, I presume sometime around that time this year. October 14th to October 20... 21st? 25th. 25th. 25th. Okay. Okay, then maybe he just has to, like, keep an eye on these days for this year so he... if he wants to make any changes, he can, right? Correct. Correct. And, and just call these numbers? Okay. Correct. Sounds good. Awesome. Well, is there anything else I could assist you all with today? No, that's it. Thank you so much for your help. And we'll just, like, we'll, we'll stop around and call and see who accept this insurance. But thank you so much for, um, just giving, giving us an idea. You're welcome. You have a great weekend, okay? Oh, you too. 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: Hi. Um, well, I got transferred to you guys, 'cause, uh, I was talking to this lady and she was just explaining to me that it's, uh, other benefits, uh, for this plan. And I just wanted to see if you can just kind of go over and explain what, what the benefits are.

Speaker speaker_0: Yeah. What's the staffing agency you work for?

Speaker speaker_1: Uh, it is Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It is, um, 7255.

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

Speaker speaker_1: It is Gerardo Gonzalez Ramirez.

Speaker speaker_0: Okay. Well, am I speaking with Gerardo?

Speaker speaker_1: Uh, no. He's here by my side and I'm just, like, um, talking on his behalf. And, uh, he consent to the other lady, uh, I can, like, talk to you guys.

Speaker speaker_0: Okay, um-

Speaker speaker_1: I don't know if you would like to do the same.

Speaker speaker_0: ... No worries. Let's see here. For security purposes, could you verify his home address, including city, state and zip code?

Speaker speaker_1: Yeah. The, um, his address is 390 Gentry Way, Number 32, Reno, Nevada 89502.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: It is 7/20/63.

Speaker speaker_0: And a good telephone number I have is 775-303-5560?

Speaker speaker_1: That is correct.

Speaker speaker_0: And his email is gerardgonzalez2063@gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like he's currently enrolled into the VIP Prime, which is his medical plan, uh, which covers hospitals, doctors and medications. However, do you have any-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... specific questions regarding that?

Speaker speaker_1: Yeah. Uh, 'cause he, um, this, this week he went to his, um, primary care.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And she, oh, he sent her to, like, um... He sent him to do some lab work, but he was going to the same place, like, uh, a bi- at this clinic to do the lab work, and they say that they don't, like... They couldn't find the insurance for whatever reason. Like, they don't accept that insurance. So, um, the main question was, um, where can he go? So, the other lady was kind of explaining to us that he can go pretty much anywhere, but, um, it's just the fact that the lab, um, facility is willing to, um, submit the claim to you guys. Is that correct?

Speaker speaker_0: Um, well, I do know that you have to stay in network for the insurance carrier to pay, um, for them to submit a claim and for the actual insurance carrier to cover it. Um, but were you provided MultiPlan's telephone number or information regarding that to find

a medical provider or no?

Speaker speaker_1: Um, yeah. I think, uh, they sent, um... They sent him, like, a list of providers, so that's why he went to that specific clinic, which they accept this insurance. But the lab place didn't accept it, so he was just, like, trying to find, like, a place where to go and do his lab work.

Speaker speaker_0: Okay. Um, us at Benefits on a Card, we wouldn't have that information on hand. Um, we would provide you with MultiPlan's number and then MultiPlan would provide that information to you. Um, but I would reach back out-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to MultiPlan to see if there is another person on that list or another provider on that list that will accept the insurance to see if you can-

Speaker speaker_1: Yeah, the, the thing-

Speaker speaker_0: ... move it a step.

Speaker speaker_1: The thing is that she was saying that this plan is, like... is basically an... is basically not in network. Like, you can pretty much go anywhere. That's what she was saying. Like, you can go anywhere and, um, they, like... I think it's easier, like, if they are willing to, like, submit the claim. Or, like, she was saying that he could do it her- himself, but it is kind of hard. Like, you know, like, I don't think he does have an idea how to do that. So, that's why I was just thinking, like, it's better, like, to have an idea, you know. Like, where to... like, where to go, like, oh, yeah, for sure they're gonna accept the card. Like, she was saying, like, for lab work, she, like, she was recommending, like, basically call and ask them, like, "Hey, you guys accept this insurance?" And they go from there. And if not, just give them... give the lab place the... their phone number so they can call and verify with them. She was saying that that's the easiest way, that they always talk to providers. Like, they talk to providers all the time.

Speaker speaker_0: Yes, ma'am, but us at Benefits on a Card, we don't do that. Um, we don't do that. Um, the member would have to do that-

Speaker speaker_1: No, yeah. So-

Speaker speaker_0: ... and reach out to these specific telephone numbers.

Speaker speaker_1: No, I... No, I understand. Like-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Um, that's what she was... That's what she told us, and, uh, that's... I think that's what is he going to do. But she-

Speaker speaker_0: Okay.

Speaker speaker_1: ... just, like, said that if... it might be another benefit, that's why she transfer... um, she transfer you... she transfer us over to you, like, to see what other benefits. But I don't know, like, what other benefits he could have.

Speaker speaker_0: Um, yeah. So, so she was probably talking about other things that's offered through her- his employer. Um, but looking-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... at the hire date, he's, he's outside of his personal open enrollment period, and it's not company open enrollment period. So unfortunately, we wouldn't be able to make any changes to his coverage right now.

Speaker speaker_1: Oh, okay. I see. And when is the open enrollment?

Speaker speaker_0: Um, let me check on that. Let's see. Because I... For Partners... Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_1: No, go ahead.

Speaker speaker_0: Okay. Okay, so it looks like Partners Personnel had their last open enrollment from October 14th to October 25th of last year. So, I presume sometime around that time this year.

Speaker speaker_1: October 14th to October 20... 21st?

Speaker speaker_0: 25th. 25th.

Speaker speaker_1: 25th. Okay. Okay, then maybe he just has to, like, keep an eye on these days for this year so he... if he wants to make any changes, he can, right?

Speaker speaker_0: Correct. Correct.

Speaker speaker_1: And, and just call these numbers? Okay.

Speaker speaker_0: Correct.

Speaker speaker_1: Sounds good.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you all with today?

Speaker speaker_1: No, that's it. Thank you so much for your help. And we'll just, like, we'll, we'll stop around and call and see who accept this insurance. But thank you so much for, um, just giving, giving us an idea.

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

Speaker speaker_1: Oh, you too. Bye-bye.

Speaker speaker_0: All right, bye-bye.