

Transcript: Justin

Mills-6655063948214272-4702973243899904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for holding. How can I help you today? Hey, yes. Um, my name is Charles Franklin. And I was calling about, um... I went in and used my card yesterday, and, um, my insurance card, I had called about my insurance cards yesterday. And can you hear me? Yeah, I can hear you. I'm just listening. Oh, and, um, they were saying that my, my medication wasn't covered in this, um, with this med- with the medication I was, you know, trying to get. So they told me to call you guys and see what was going on. Okay. Um, what's the staffing agency you work for? Uh, MAU. And the last four of your Social? 0755. And for security purposes, can you verify the home address, including city, state and zip code, Charles? Um, 105 European Crossway, Simpsonville, South Carolina. 29680. And your date of birth? 3/30/80. And a good telephone number has 864-484-4926. Yeah, that's it. And email that has 9c carrington9 at gmail? Yeah, that's it. Okay, so let's see here. Looking at the calendar, you are currently active in the coverage for this week. Let me see what plans you're enrolled into. Let's see. So on employee only, so you had the MEC Enhanced, which covered preventative health care services plus hospitals, doctors and medications. But let me just verify something real quick. MEC Enhanced. Okay. Now, was that prov- uh, provider in network or out of network? What, the week early? Yes. Yes, sir. Uh, what you mean in network? Meaning was like the, the provider in network with the insurance carrier, or were they outside of network with the insurance carrier? Um, somebody that prescribed it to me? Um, no sir. So what I'm asking is, uh, are... Is that provider that you went to, was it on the multi-plan list- I went to CVS. ... for unified providers? Oh, I don't know. I just went to CVS. Okay. Here, let me try... Let me try something. Um, if you have your ID card, do you mind reading it out for me or describing it for me? Hold on. I gotta go to the car and get it 'cause it's inside my car. Hold on. Hold on. So I do know, if it did have... 'Cause I do know if it did have MAU on it, I do know that would cover preventative health care services. Um, but I could email you your hospital indemnity portion of it, so you can provide that to CVS to see if they can rerun that, uh, prescription for you. Hold on. I'm gonna go to the car and get it. Okay. Well, they gave me the, um, the copy that was... I don't know. It came in the mail. I went to check the mailbox and it was in there. And it was like a little sticky copy. 'Cause normally I wouldn't have to pay for it, but then they was like, it would be 4200 for my medication. I was like, "Huh?" And they was like, "Yeah." I was like, "Nah." So I can't, I can't use it. I might have to, well, not use it, get the insurance. This got APL, American Public Life on there. Okay. Um, does it say like hospital- Mm-hmm. ... indemnity by any chance? It just says, "To locate provider, WW multi plan." They say, "Plan limited benefits, medical plan, VIP, VIC, management analysis and utilization." Okay. So let's see. So that is- They got my policy number. That's it. Okay. 'Cause that was the ID card I was going to send you. Um, let me see real quick. 'Cause they gave me, they was like, "Well, we can hold it

until, you know, um, until you talk to them or whatever." I was like, "Well, I'll try to give them a call tomorrow when I, you know, when they open or whatever." Okay. Um, so let's see. So us, at Benefits in a Card, we're just the plan administrators for MAU, so we only get people enrolled into the benefits or spend ID cards. Um, so we're not the actual insurance carrier. But let me get somebody on at the insurance carrier to see if they can help further assist you. Um, but do you mind if I place you on a brief hold while I do that? No, that's fine. Okay, I'll be right back for you. Okay? All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for holding.

Speaker speaker_2: How can I help you today?

Speaker speaker_1: Hey, yes. Um, my name is Charles Franklin. And I was calling about, um... I went in and used my card yesterday, and, um, my insurance card, I had called about my insurance cards yesterday. And can you hear me? Yeah, I can hear you. I'm just listening.

Speaker speaker_2: Oh, and, um, they were saying that my, my medication wasn't covered in this, um, with this med- with the medication I was, you know, trying to get. So they told me to call you guys and see what was going on.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0755.

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

Speaker speaker_2: Um, 105 European Crossway, Simpsonville, South Carolina. 29680.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 3/30/'80.

Speaker speaker_1: And a good telephone number has 864-484-4926.

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: And email that has 9c carrington9 at gmail?

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: Okay, so let's see here. Looking at the calendar, you are currently active in the coverage for this week. Let me see what plans you're enrolled into. Let's see. So on

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Speaker speaker_2: What, the week early?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_2: Uh, what you mean in network?

Speaker speaker_1: Meaning was like the, the provider in network with the insurance carrier, or were they outside of network with the insurance carrier?

Speaker speaker_2: Um, somebody that prescribed it to me?

Speaker speaker_1: Um, no sir. So what I'm asking is, uh, are... Is that provider that you went to, was it on the multi-plan list-

Speaker speaker_2: I went to CVS.

Speaker speaker_1: ... for unified providers?

Speaker speaker_2: Oh, I don't know. I just went to CVS.

Speaker speaker_1: Okay. Here, let me try... Let me try something. Um, if you have your ID card, do you mind reading it out for me or describing it for me?

Speaker speaker_2: Hold on. I gotta go to the car and get it 'cause it's inside my car. Hold on. Hold on.

Speaker speaker_1: So I do know, if it did have... 'Cause I do know if it did have MAU on it, I do know that would cover preventative health care services. Um, but I could email you your hospital indemnity portion of it, so you can provide that to CVS to see if they can rerun that, uh, prescription for you.

Speaker speaker_2: Hold on. I'm gonna go to the car and get it.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, they gave me the, um, the copy that was... I don't know. It came in the mail. I went to check the mailbox and it was in there. And it was like a little sticky copy. 'Cause normally I wouldn't have to pay for it, but then they was like, it would be 4200 for my medication. I was like, "Huh?" And they was like, "Yeah." I was like, "Nah." So I can't, I can't use it. I might have to, well, not use it, get the insurance. This got APL, American Public Life on there.

Speaker speaker_1: Okay. Um, does it say like hospital-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... indemnity by any chance?

Speaker speaker_2: It just says, "To locate provider, WW multi plan." They say, "Plan limited benefits, medical plan, VIP, VIC, management analysis and utilization."

Speaker speaker_1: Okay. So let's see. So that is-

Speaker speaker_2: They got my policy number. That's it.

Speaker speaker_1: Okay. 'Cause that was the ID card I was going to send you. Um, let me see real quick.

Speaker speaker_2: 'Cause they gave me, they was like, "Well, we can hold it until, you know, um, until you talk to them or whatever." I was like, "Well, I'll try to give them a call tomorrow when I, you know, when they open or whatever."

Speaker speaker_1: Okay. Um, so let's see. So us, at Benefits in a Card, we're just the plan administrators for MAU, so we only get people enrolled into the benefits or spend ID cards. Um, so we're not the actual insurance carrier. But let me get somebody on at the insurance carrier to see if they can help further assist you. Um, but do you mind if I place you on a brief hold while I do that?

Speaker speaker_2: No, that's fine.

Speaker speaker_1: Okay, I'll be right back for you. Okay?

Speaker speaker_2: All right.