

Transcript: Malcolm

Nash-6028171454922752-5776141968687104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Yes, sir. I'm trying to see what the name of the medical insurance is with the card. I know it's 90 Degrees, but what, what is the name of the insurance? Wait, say that one more time. I'm trying to set up an appointment with a doctor and they're asking what's the name of the insurance. And I told them 90 Degrees, but they're not, they don't find that name, so I'm trying to figure out what's the name of the insurance that I'm with. Yeah. What staffing company do you work for? Um, OnTrack Staffing. Last four of your Social? 1234. First name? Rodolfo. Last name? Rosa. All right. For security purposes, can you verify your address and date of birth for me? 1400 Tierra Blanca Drive, Justin, Texas 76247. And March the 14th, 1982. Thank you. Let's see, we got your phone number at 332-9383? Yes, sir. And the email is rosa.radolfo7@gmail.com? Yes, sir. Good. All right. So is this for dental, vision, or the medical? It's medical. Can she use anything- Then it would be the medical. The medical would be the- Can you give me the name of all three, actually? So 90 Degree Benefits does cover your medical. That means with your dental, you... that's American Public Life and your vision will be MetLife. All right. Can you slow down? I'm just... Uh, 90 Degree- Medical. ... Medical. Okay. And then you said dental is what? American Public Life. American Public Life. And vision? MetLife. MetLife. Okay. Which one is the medical? Medical is 90 Degrees. Okay. So when I, I told her it was 90 Degrees, she was asking what else is it under. Maybe it's United Healthcare. Or I- yeah, United Healthcare- Blue Cross. ... Blue Cross, like those names. None of these plans are PPO plans. They're all limited benefits plans. Okay. So they wouldn't be able to- So if I'm trying to see gastroenterologist, what do I need to... what is that? So your... the plan that you have is a preventative care plan. It's good for, like, wellness checks, physicals- Mm-hmm. ... vaccinations, cancer screenings, Pap smears and mammograms for women. Any preventative care coverages. It doesn't cover doctors, hospitals or prescriptions. So it doesn't cover if I want to go see a doctor? It covers prevent- any preventative care services. So to prevent, like, if something's going on with my stomach, to prevent anything to happen, can I use it to go to the doctor to check my stomach? So it doesn't necessarily work that way. Um, for... to give you an example, it would be, so say you feel like you're getting a cold and you run a test if you want to get... a cold versus if you're already sick. If you are, if you just getting a test to see if you're going to get a cold, then that, that'd be considered preventative care. If you're already sick and you're already in pain and you try to go use it, then it wouldn't... it wouldn't necessarily work that way. But I'm, again, um, we're not the carrier, so I wouldn't- Well, but if an- ... be able to tell you what, exactly what's covered under the coverage. That'd be something you want to reach out to the carrier, 90 Degree Benefits about directly. So what is the name? Then why don't we have it called then? Okay. So, but that's what I'm asking. So

what do I tell them, to... the insurance, the insurance, uh, when I, uh,, they ask for it, what do I tell them? Medical- Your- ... 90 Degree insurance, but- The carrier... your carrier for the medical is 90 Degree Benefits. I couldn't tell you to what degree they cover, but I do know they... it is preventive. It does not include doctors, hospitals or prescriptions. It's preventive care coverage. So to, to figure out which one- Okay. What's their phone number? Yeah. Their phone number is 1-800-833- Mm-hmm. ... 4296. And you want to hit option one to speak with a representative. Okay, thank you. No problem, Ms. Rosa. Was there anything else- Can I say something? ... I helped you with today? Okay. You said- No, it's fine.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Yes, sir. I'm trying to see what the name of the medical insurance is with the card. I know it's 90 Degrees, but what, what is the name of the insurance?

Speaker speaker_1: Wait, say that one more time.

Speaker speaker_2: I'm trying to set up an appointment with a doctor and they're asking what's the name of the insurance. And I told them 90 Degrees, but they're not, they don't find that name, so I'm trying to figure out what's the name of the insurance that I'm with.

Speaker speaker_1: Yeah. What staffing company do you work for?

Speaker speaker_2: Um, OnTrack Staffing.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 1234.

Speaker speaker_1: First name?

Speaker speaker_2: Rodolfo.

Speaker speaker_1: Last name?

Speaker speaker_2: Rosa.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1400 Tierra Blanca Drive, Justin, Texas 76247. And March the 14th, 1982.

Speaker speaker_1: Thank you. Let's see, we got your phone number at 332-9383?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is rosa.radolfo7@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Good. All right. So is this for dental, vision, or the medical?

Speaker speaker_2: It's medical.

Speaker speaker_3: Can she use anything-

Speaker speaker_1: Then it would be the medical. The medical would be the-

Speaker speaker_2: Can you give me the name of all three, actually?

Speaker speaker_1: So 90 Degree Benefits does cover your medical. That means with your dental, you... that's American Public Life and your vision will be MetLife.

Speaker speaker_2: All right. Can you slow down? I'm just... Uh, 90 Degree-

Speaker speaker_3: Medical.

Speaker speaker_2: ... Medical. Okay. And then you said dental is what?

Speaker speaker_1: American Public Life.

Speaker speaker_2: American Public Life. And vision?

Speaker speaker_3: MetLife.

Speaker speaker_1: MetLife.

Speaker speaker_2: Okay.

Speaker speaker_3: Which one is the medical?

Speaker speaker_2: Medical is 90 Degrees. Okay. So when I, I told her it was 90 Degrees, she was asking what else is it under.

Speaker speaker_3: Maybe it's United Healthcare.

Speaker speaker_2: Or I- yeah, United Healthcare-

Speaker speaker_3: Blue Cross.

Speaker speaker_2: ... Blue Cross, like those names.

Speaker speaker_1: None of these plans are PPO plans. They're all limited benefits plans.

Speaker speaker_2: Okay.

Speaker speaker_1: So they wouldn't be able to-

Speaker speaker_2: So if I'm trying to see gastroenterologist, what do I need to... what is that?

Speaker speaker_1: So your... the plan that you have is a preventative care plan. It's good for, like, wellness checks, physicals-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... vaccinations, cancer screenings, Pap smears and mammograms for women. Any preventative care coverages. It doesn't cover doctors, hospitals or prescriptions.

Speaker speaker_2: So it doesn't cover if I want to go see a doctor?

Speaker speaker_1: It covers prevent- any preventative care services.

Speaker speaker_2: So to prevent, like, if something's going on with my stomach, to prevent anything to happen, can I use it to go to the doctor to check my stomach?

Speaker speaker_1: So it doesn't necessarily work that way. Um, for... to give you an example, it would be, so say you feel like you're getting a cold and you run a test if you want to get... a cold versus if you're already sick. If you are, if you just getting a test to see if you're going to get a cold, then that, that'd be considered preventative care. If you're already sick and you're already in pain and you try to go use it, then it wouldn't... it wouldn't necessarily work that way. But I'm, again, um, we're not the carrier, so I wouldn't-

Speaker speaker_2: Well, but if an-

Speaker speaker_1: ... be able to tell you what, exactly what's covered under the coverage. That'd be something you want to reach out to the carrier, 90 Degree Benefits about directly.

Speaker speaker_3: So what is the name? Then why don't we have it called then?

Speaker speaker_2: Okay. So, but that's what I'm asking. So what do I tell them, to... the insurance, the insurance, uh, when I, uh,, they ask for it, what do I tell them? Medical-

Speaker speaker_1: Your-

Speaker speaker_2: ... 90 Degree insurance, but-

Speaker speaker_1: The carrier... your carrier for the medical is 90 Degree Benefits. I couldn't tell you to what degree they cover, but I do know they... it is preventive. It does not include doctors, hospitals or prescriptions. It's preventive care coverage. So to, to figure out which one-

Speaker speaker_2: Okay. What's their phone number?

Speaker speaker_1: Yeah. Their phone number is 1-800-833-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 4296. And you want to hit option one to speak with a representative.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem, Ms. Rosa. Was there anything else-

Speaker speaker_3: Can I say something?

Speaker speaker_1: ... I helped you with today?

Speaker speaker_3: Okay.

Speaker speaker_4: You said-

Speaker speaker_2: No, it's fine.