

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefiz in the Car. Sorry, I'm not finished. Hi, um, I'd like to know, um, um, 'cause I work for Surge. So I'd like to know, um, what my, um, access covers? You want to know if you have coverage? Yes. What's the last four of your social? It's 3410. First name? Juan. Did you say Juan? Yes. Can you hear me now? Last name? Aragon. A-R-A-G-O-N. All right. For security purposes, can you verify your address and date of birth for me? It's 4545, um, North 67th Ave, unit 101. And what, what else do you want me to cover? You said unit 101? Yes. I need the city, state and zip code. It's 1101. Yes, yes. Um, 85033 Phoenix, Arizona. And date of birth? Uh, January, January 18, 1989. 1999 or '89? '89. Do we got your phone number, 602-461-5428? Yes. Your email is marikarvin2022@gmail.com? Yes. Okay. So it looks like you have the NEC Preventative Care Plan, looks like it started on April 21st. All right. Okay, um, well I'm not in the ER and I wanna know like if I could use any... So the plan that you have is a preventative care plan. That'd be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services. That doesn't include doctors, hospitals or, for doctor... It doesn't include doctors or hospitals. So it won't cover many of my ER? I'm not sure what it... I couldn't tell you yes or no about what could be covered because I don't know what you're getting done and we're not the carrier. But I do know that it doesn't cover hospital visits. Oh, that one? Oh, okay. Yeah, um, well how can we check that? You'll want to ask to the carrier directly. I can give you their phone number. Okay. Can you do that please? Yes, sir. Whenever you're ready. I'm ready. All right. So it's 1-800-833-4296. And you want to hit option one to speak with a representative. Okay. All right. Thank you. No problem, Mr. Juan. Was there anything else I can help you with?

Conversation Format

Speaker speaker_0: Thanks for calling Benefiz in the Car. Sorry, I'm not finished.

Speaker speaker_1: Hi, um, I'd like to know, um, um, 'cause I work for Surge. So I'd like to know, um, what my, um, access covers?

Speaker speaker_0: You want to know if you have coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: It's 3410.

Speaker speaker_0: First name?

Speaker speaker_1: Juan.

Speaker speaker_0: Did you say Juan?

Speaker speaker_1: Yes. Can you hear me now?

Speaker speaker_0: Last name?

Speaker speaker_1: Aragon. A-R-A-G-O-N.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: It's 4545, um, North 67th Ave, unit 101. And what, what else do you want me to cover?

Speaker speaker_0: You said unit 101?

Speaker speaker_1: Yes.

Speaker speaker_0: I need the city, state and zip code.

Speaker speaker_1: It's 1101.

Speaker speaker_0: Yes, yes.

Speaker speaker_1: Um, 85033 Phoenix, Arizona.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Uh, January, January 18, 1989.

Speaker speaker_0: 1999 or '89?

Speaker speaker_1: '89.

Speaker speaker_0: Do we got your phone number, 602-461-5428?

Speaker speaker_1: Yes.

Speaker speaker_0: Your email is marikarvin2022@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it looks like you have the NEC Preventative Care Plan, looks like it started on April 21st.

Speaker speaker_1: All right. Okay, um, well I'm not in the ER and I wanna know like if I could use any...

Speaker speaker_0: So the plan that you have is a preventative care plan. That'd be good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services. That doesn't include doctors,

hospitals or, for doctor... It doesn't include doctors or hospitals.

Speaker speaker_1: So it won't cover many of my ER?

Speaker speaker_0: I'm not sure what it... I couldn't tell you yes or no about what could be covered because I don't know what you're getting done and we're not the carrier. But I do know that it doesn't cover hospital visits.

Speaker speaker_1: Oh, that one? Oh, okay. Yeah, um, well how can we check that?

Speaker speaker_0: You'll want to ask to the carrier directly. I can give you their phone number.

Speaker speaker_1: Okay. Can you do that please?

Speaker speaker_0: Yes, sir. Whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: All right. So it's 1-800-833-4296. And you want to hit option one to speak with a representative.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Mr. Juan. Was there anything else I can help you with?