

Transcript: Pamela

Blanc-5256072252276736-5362856157691904

Full Transcript

Thank you for calling Benefits in a ... Hello. This is Pamela speaking. Hi, yes. Uh, I was wondering, am I allowed to use my insurance at a clinic or is it just online? Ma'am, I could barely understand what you're saying. Is it a- I'm sorry. Um, let me see. Uh, my insurance card or my Benefits in a car- Your insurance card? I have the Benefits card through my work. All right, perfect. Am I use... Am I allowed to use at a clinic? Okay, I will have to check your file to see which, uh, plan you have. Okay. All right. All right, let's see. What's the name of the staffing agency that you work for? HSS Solutions. May I have the last four digits of the Social? 4118. 4118. Your first and last name? Leanna Gandar. You said, Leanna? Gandar. Okay. Miss Gandar, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 101 Maple Street, El Dorado, Texas, 76936. And my birthday is 07/14/2003. Okay. Let's see. All right. We have a telephone number of 532-526-2072 and your email is your first name, G15@icloud.com? Yes, ma'am. All right. So yes, you are... You have the AP Standard- I have the AP Standard. ... and the MEC-LX, so you are able to go to the doctor's and it's covered. So if you go to our urgent care, the insurance going to cover \$50 and, um, you have full... for four days. I'm sorry, I didn't hear you. Okay. So if you go to the urgent care... Mm-hmm. The insurance is going to cover \$50. And you- Okay, and if I go to the clinic? ... can say doctor's visit, it will be \$50 aware... uh, as well. Mm-hmm. And emergency room. That's how much they're gonna cover. Oh. Just \$50? Yes. Have you received your ID card, uh, says APL, through the... you email? No, ma'am. No. Let me put you in a brief hold because that's it, a card that you need to... to be able to go- Okay. ... to the doctor's office. All right? Okay. The physical one that you got is for your preventive care. Just bear with me, okay? Okay. Ma'am? Yes. Thank you for holding. I proceed to issue the ID card. I also added your dental and vision card there. The email's coming in from info@benefitsinacard. Check your spam and junk mail if it's still there. Is there anything else I could do for you, ma'am? Um, no, ma'am. You said you sent it? Yes. Okay, yes, I see it. Ah, correct. It's three different PDF files. Okay. All right. Thank you. Okay. I hope you feel better. Okay. And this is for the hospital- Medical, dental and vision. Okay, thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a ...

Speaker speaker_1: Hello.

Speaker speaker_0: This is Pamela speaking.

Speaker speaker_1: Hi, yes. Uh, I was wondering, am I allowed to use my insurance at a clinic or is it just online?

Speaker speaker_0: Ma'am, I could barely understand what you're saying. Is it a-

Speaker speaker_1: I'm sorry. Um, let me see. Uh, my insurance card or my Benefits in a car-

Speaker speaker_0: Your insurance card?

Speaker speaker_1: I have the Benefits card through my work.

Speaker speaker_0: All right, perfect.

Speaker speaker_1: Am I use... Am I allowed to use at a clinic?

Speaker speaker_0: Okay, I will have to check your file to see which, uh, plan you have.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. All right, let's see. What's the name of the staffing agency that you work for?

Speaker speaker_1: HSS Solutions.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: 4118.

Speaker speaker_0: 4118. Your first and last name?

Speaker speaker_1: Leanna Gandar.

Speaker speaker_0: You said, Leanna?

Speaker speaker_1: Gandar.

Speaker speaker_0: Okay. Miss Gandar, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 101 Maple Street, El Dorado, Texas, 76936. And my birthday is 07/14/2003.

Speaker speaker_0: Okay. Let's see. All right. We have a telephone number of 532-526-2072 and your email is your first name, G15@icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So yes, you are... You have the AP Standard-

Speaker speaker_1: I have the AP Standard.

Speaker speaker_0: ... and the MEC-LX, so you are able to go to the doctor's and it's covered. So if you go to our urgent care, the insurance going to cover \$50 and, um, you have full... for four days.

Speaker speaker_1: I'm sorry, I didn't hear you.

Speaker speaker_0: Okay. So if you go to the urgent care...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The insurance is going to cover \$50. And you-

Speaker speaker_1: Okay, and if I go to the clinic?

Speaker speaker_0: ... can say doctor's visit, it will be \$50 aware... uh, as well.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And emergency room. That's how much they're gonna cover.

Speaker speaker_1: Oh. Just \$50?

Speaker speaker_0: Yes. Have you received your ID card, uh, says APL, through the... you email?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: No. Let me put you in a brief hold because that's it, a card that you need to... to be able to go-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to the doctor's office. All right?

Speaker speaker_1: Okay.

Speaker speaker_0: The physical one that you got is for your preventive care. Just bear with me, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you for holding. I proceed to issue the ID card. I also added your dental and vision card there. The email's coming in from info@benefitsinacard. Check your spam and junk mail if it's still there. Is there anything else I could do for you, ma'am?

Speaker speaker_1: Um, no, ma'am. You said you sent it?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, yes, I see it.

Speaker speaker_0: Ah, correct. It's three different PDF files.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Okay.

Speaker speaker_0: I hope you feel better.

Speaker speaker_1: Okay. And this is for the hospital-

Speaker speaker_0: Medical, dental and vision.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.