

Transcript: Pamela

Blanc-5391951525101568-4587758249885696

Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hello. I can't hear you. My name is Pamela. How may I help you? Um, I was calling to, um... I just recently started working with MAU, and I signed up for a health plan, a health insurance plan. And I was wondering, how do I get access to that so I can see, like, where do I get my card from or anything? Okay. Um, let me pull up your file and see the status of your enrollment. May I have the last four digits of your social? 6229. 6229. Uh-uh. And what's the first and last name? Diamond Dawson. Miss Dawson, for security and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address. And date of birth. Um, 777 Stephens Creek Road, Augusta, Georgia, 30906, 30907, Apartment C, 123199. Thank you for the information, Diamond. Okay. And we have a phone number of 5706-831-8550, and your email is therealdiamondwatson@gmail.com? Yes. Okay. So, I see here that you are enrolled. Your, um, ID card should be arriving sometime next week, but if you would like I could check if, uh, they are available to me and I could email your temporary one to you today. Yes. And I want to know, like- I will do that. Go ahead. I want to know, like, um, is there, is there gonna, is, are they gonna send me something regarding, like, my copays and everything? Well, the plan that you have, um, it's a preventive care plan. This plan does not have a copay. The way that plan works is that you are responsible for the doctor's visit, um, and insurance gonna cover 100% your preventive care as long as you go to a participating provider. Okay. And what does this insurance- That's medical. And what is this sh- insurance company called? Uh, for your stay Healthy plan, it's 90 Degree. And for the dental, it's APL. Okay. And I don't know if you're aware that these are not, like, major insurance. This insurance already has- Okay. Like, that's the amount that they gonna pay. Anything above that will be your responsibility. Let's say for your dental, they will cover your, 100% your basic cleaning dental work, dental, um, like your X-ray. And then for your basic dental work, they will cover 80% after you pay the \$50 deductible. Um, and they gonna cover, like, extractions and filling. Okay. They do not cover- Okay. ... any major service. Okay. Okay. So, I will be emailing you the ID card, and on the email you will find the website with each of your carrier. Okay. Thank you. Um, can you repeat the email? The one we have? Yes, ma'am. It says Therealdiamond, which is first name, and then S, your last name, @gmail.com. So, therealdiamondddawson, right? Mm-hmm. Okay. Um, check your spam and junk mail. It might go there. You've already sent it? No. I'm generating- Oh. ... I'm generating the email to see, um, getting the ID cards ready to send it out. Is there anything else I could do for you, ma'am? No, ma'am. I just needed the information for my own health plan. Okay. No problem. Um- And it comes outta my, it comes outta my, uh, my check, right? Yes, every week. Okay. All right. Okay. So, don't forget to check your spam and junk mail. It's coming in from info@benefitsandacard. Okay. Thank you so much. All right. Thank you for giving us a call.

Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. I can't hear you.

Speaker speaker_0: My name is Pamela. How may I help you?

Speaker speaker_1: Um, I was calling to, um... I just recently started working with MAU, and I signed up for a health plan, a health insurance plan. And I was wondering, how do I get access to that so I can see, like, where do I get my card from or anything?

Speaker speaker_0: Okay. Um, let me pull up your file and see the status of your enrollment. May I have the last four digits of your social?

Speaker speaker_1: 6229.

Speaker speaker_0: 6229. Uh-uh. And what's the first and last name?

Speaker speaker_1: Diamond Dawson.

Speaker speaker_0: Miss Dawson, for security and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: My address.

Speaker speaker_0: And date of birth.

Speaker speaker_1: Um, 777 Stephens Creek Road, Augusta, Georgia, 30906, 30907, Apartment C, 123199.

Speaker speaker_0: Thank you for the information, Diamond. Okay. And we have a phone number of 5706-831-8550, and your email is therealdiamondwatson@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I see here that you are enrolled. Your, um, ID card should be arriving sometime next week, but if you would like I could check if, uh, they are available to me and I could email your temporary one to you today.

Speaker speaker_1: Yes. And I want to know, like-

Speaker speaker_0: I will do that.

Speaker speaker_1: Go ahead. I want to know, like, um, is there, is there gonna, is, are they gonna send me something regarding, like, my copays and everything?

Speaker speaker_0: Well, the plan that you have, um, it's a preventive care plan. This plan does not have a copay. The way that plan works is that you are responsible for the doctor's visit, um, and insurance gonna cover 100% your preventive care as long as you go to a participating provider.

Speaker speaker_1: Okay. And what does this insurance-

Speaker speaker_0: That's medical.

Speaker speaker_1: And what is this sh- insurance company called?

Speaker speaker_0: Uh, for your stay Healthy plan, it's 90 Degree. And for the dental, it's APL.

Speaker speaker_1: Okay.

Speaker speaker_0: And I don't know if you're aware that these are not, like, major insurance. This insurance already has-

Speaker speaker_1: Okay.

Speaker speaker_0: Like, that's the amount that they gonna pay. Anything above that will be your responsibility. Let's say for your dental, they will cover your, 100% your basic cleaning dental work, dental, um, like your X-ray. And then for your basic dental work, they will cover 80% after you pay the \$50 deductible. Um, and they gonna cover, like, extractions and filling.

Speaker speaker_1: Okay.

Speaker speaker_0: They do not cover-

Speaker speaker_1: Okay.

Speaker speaker_0: ... any major service.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, I will be emailing you the ID card, and on the email you will find the website with each of your carrier.

Speaker speaker_1: Okay. Thank you. Um, can you repeat the email?

Speaker speaker_0: The one we have?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: It says Therealdiamond, which is first name, and then S, your last name, @gmail.com.

Speaker speaker_1: So, therealdiamondddawson, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, check your spam and junk mail. It might go there.

Speaker speaker_1: You've already sent it?

Speaker speaker_0: No. I'm generating-

Speaker speaker_1: Oh.

Speaker speaker_0: ... I'm generating the email to see, um, getting the ID cards ready to send it out. Is there anything else I could do for you, ma'am?

Speaker speaker_1: No, ma'am. I just needed the information for my own health plan.

Speaker speaker_0: Okay. No problem. Um-

Speaker speaker_1: And it comes outta my, it comes outta my, uh, my check, right?

Speaker speaker_0: Yes, every week.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Okay. So, don't forget to check your spam and junk mail. It's coming in from info@benefitsandacard.

Speaker speaker_1: Okay. Thank you so much.

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