

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits ... in the Card. This is Pamela speaking. How may I help you? Yes, uh, I was calling to, uh, get some information about my, uh, my medical, uh, account or benefits. Okay, um, what's the name of the staffing agency you work for, sir? Uh, TRC. Okay. May I have the last four digits of your Social? Of my Social? It's, uh, 6128. Your first and last name, sir. Roy Briggs. Mr. Briggs, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Okay, the address is 342 North Perry Street, Lawrenceville, Georgia 30046. And you said my date of birth? Yes, sir. Yep, it's June 30, 1979. Okay. And, sir, we have what's on file 3135457 ... And your email is hon.rbrig... R-I-G-E-S, your last name like email.com? Mm-hmm. All right, and how may I help you, sir? Yeah, um, I was calling to check and see what, uh, where actually are my benefits, 'cause, uh, also, I tried to set an appointment with the doctor's office, and they needed to know, um, what insurance I had, and also an, uh, like a, with my insurance, like, an ID number or something. You haven't received your ID card? Uh, well, I have a card here that says Member TRC and it says Medical, but the, like an I, uh, it says, uh, needed like a ID number, but, uh- Sir- I have just an employ... Uh. Go ahead. Well, based on the card that I have, they- they were asking for a specific, uh, insurance company and, uh, like, an ID number with me and that particular company, and I didn't know what to give them. Okay, so the ID card that you have- They- ... is that, it has the name of the company you work for and it says 90 Degree? Uh, no. It just says Member TRC. It has three different things on it. It says Pharmacy, and then it says Medical, and it says TRC. It doesn't say 90 Degree IMA anywhere? 90 Degree IMA. 9-0 Degree. No, I don't see that anywhere on this card. Does it say TRC? Oh, yeah. Yes, it... Oh, okay, yes, I do. I see it on the back. I'm sorry. Yeah, 90 Degree Benefits- That is the card. Now, in order for you to use those benefits, which is pre- for preventive care, you have to call to that number that says MultiPlan. That's where you will find a provider in your area, because, um, in order for the pro- procedures to be covered, you have to use an in-network provider. And you will find it through MultiPlan. Okay, so then, okay, so call that number and I can find out, basically what I'm asking you for, what medical coverages I have? Well, that's where you're gonna find the providers. Now, 90 Degrees though, uh, that's the actual carrier. If you need, like, a breakdown of your benefits, they will be able to tell you. The number there is, uh, it's on, it should be on the card as well. And you can- Yeah, I see it, MultiPlan. Mm-hmm. And MultiPlan, you will find the providers that you could go to use those benefits, or your preventive care. Oh, okay. Yeah, so the way that plan works, yeah, the way that plan works, in order for the insurance to cover the procedures, you have to go through a participating provider. And that's where you're gonna find it in MultiPlan. Oh, okay. Okay, gotcha. And then you, and then you, it says employee ID number. That's actually your policy number. Inquiry ID number? I don't see that. Employee. It should be on the front of the card. I

believe that- Oh, EID number. Mm-hmm. EID number. It say payer ID. Okay. And that would be- It should be D, D as in Dave, or 43511007. It should be around your name. Oh, okay. Yep, D43511007. Oh, okay. All right. Oh, okay. Okay. Uh, but, so you said, but I can find out what been, uh, what I have when I call MultiPlan, like medical? 'Cause I was looking for, like, um, behavioral, um, and health providers. Okay, so Behavioral Health, it's a whole different, um, carrier. You have to register online. What I'm gonna do, let me send you this, uh, instruction on how to register online and be able to use these benefits. Give me one second. Okay. So I'm gonna send you the email. You're gonna follow the instructions and then you will be able to get your benefits. Um, so the email's coming from info@benefitsinacard. Check- Okay. ... your spam and junk mail. It might go there. Also, I'm gonna send you another email. Um, the plan, the plan that you have includes a prescription plan called ... Mm. Okay. And you need to register, create your profile online as well, in order to use the benefits. Okay. I'm gonna s- that email. They're both coming in from info@benefitsinacard. Okay. All right. Is there anything else I can do for you, Mr. Briggs? Uh, no, that's it. That's what I called to find out. All right, thank you for giving us a call today. And have a great rest of the day, sir. Okay, you do the same. Thank you. Bye-bye. Okay.

Conversation Format

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

Speaker speaker_1: Yes, uh, I was calling to, uh, get some information about my, uh, my medical, uh, account or benefits.

Speaker speaker_0: Okay, um, what's the name of the staffing agency you work for, sir?

Speaker speaker_1: Uh, TRC.

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

Speaker speaker_1: Of my Social? It's, uh, 6128.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Roy Briggs.

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

Speaker speaker_1: Okay, the address is 342 North Perry Street, Lawrenceville, Georgia 30046. And you said my date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yep, it's June 30, 1979.

Speaker speaker_0: Okay. And, sir, we have what's on file 3135457 ... And your email is hon.rbrig... R-I-G-E-S, your last name like email.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, and how may I help you, sir?

Speaker speaker_1: Yeah, um, I was calling to check and see what, uh, where actually are my benefits, 'cause, uh, also, I tried to set an appointment with the doctor's office, and they needed to know, um, what insurance I had, and also an, uh, like a, with my insurance, like, an ID number or something.

Speaker speaker_0: You haven't received your ID card?

Speaker speaker_1: Uh, well, I have a card here that says Member TRC and it says Medical, but the, like an I, uh, it says, uh, needed like a ID number, but, uh-

Speaker speaker_0: Sir-

Speaker speaker_1: I have just an employ... Uh.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Well, based on the card that I have, they- they were asking for a specific, uh, insurance company and, uh, like, an ID number with me and that particular company, and I didn't know what to give them.

Speaker speaker_0: Okay, so the ID card that you have-

Speaker speaker_1: They-

Speaker speaker_0: ... is that, it has the name of the company you work for and it says 90 Degree?

Speaker speaker_1: Uh, no. It just says Member TRC. It has three different things on it. It says Pharmacy, and then it says Medical, and it says TRC.

Speaker speaker_0: It doesn't say 90 Degree IMA anywhere?

Speaker speaker_1: 90 Degree IMA.

Speaker speaker_0: 9-0 Degree.

Speaker speaker_1: No, I don't see that anywhere on this card.

Speaker speaker_0: Does it say TRC?

Speaker speaker_1: Oh, yeah. Yes, it... Oh, okay, yes, I do. I see it on the back. I'm sorry. Yeah, 90 Degree Benefits-

Speaker speaker_0: That is the card. Now, in order for you to use those benefits, which is pre-for preventive care, you have to call to that number that says MultiPlan. That's where you will find a provider in your area, because, um, in order for the pro- procedures to be covered, you have to use an in-network provider. And you will find it through MultiPlan.

Speaker speaker_1: Okay, so then, okay, so call that number and I can find out, basically what I'm asking you for, what medical coverages I have?

Speaker speaker_0: Well, that's where you're gonna find the providers. Now, 90 Degrees though, uh, that's the actual carrier. If you need, like, a breakdown of your benefits, they will be able to tell you. The number there is, uh, it's on, it should be on the card as well. And you can-

Speaker speaker_1: Yeah, I see it, MultiPlan.

Speaker speaker_0: Mm-hmm. And MultiPlan, you will find the providers that you could go to use those benefits, or your preventive care.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah, so the way that plan works, yeah, the way that plan works, in order for the insurance to cover the procedures, you have to go through a participating provider. And that's where you're gonna find it in MultiPlan.

Speaker speaker_1: Oh, okay. Okay, gotcha.

Speaker speaker_0: And then you, and then you, it says employee ID number. That's actually your policy number.

Speaker speaker_1: Inquiry ID number? I don't see that.

Speaker speaker_0: Employee. It should be on the front of the card. I believe that-

Speaker speaker_1: Oh, EID number.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: EID number. It say payer ID. Okay. And that would be-

Speaker speaker_0: It should be D, D as in Dave, or 43511007. It should be around your name.

Speaker speaker_1: Oh, okay. Yep, D43511007. Oh, okay.

Speaker speaker_0: All right.

Speaker speaker_1: Oh, okay. Okay. Uh, but, so you said, but I can find out what been, uh, what I have when I call MultiPlan, like medical? 'Cause I was looking for, like, um, behavioral, um, and health providers.

Speaker speaker_0: Okay, so Behavioral Health, it's a whole different, um, carrier. You have to register online. What I'm gonna do, let me send you this, uh, instruction on how to register online and be able to use these benefits. Give me one second. Okay. So I'm gonna send you the email. You're gonna follow the instructions and then you will be able to get your benefits. Um, so the email's coming from info@benefitsinacard. Check-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your spam and junk mail. It might go there. Also, I'm gonna send you another email. Um, the plan, the plan that you have includes a prescription plan called ...

Speaker speaker_1: Mm. Okay.

Speaker speaker_0: And you need to register, create your profile online as well, in order to use the benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm gonna s- that email. They're both coming in from info@benefitsinacard.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there anything else I can do for you, Mr. Briggs?

Speaker speaker_1: Uh, no, that's it. That's what I called to find out.

Speaker speaker_0: All right, thank you for giving us a call today. And have a great rest of the day, sir.

Speaker speaker_1: Okay, you do the same. Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Okay.