

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name is, uh, Christine. Uh, last name is Malabanan. M-A-L-A-B-A-N-A-N. And how can I assist you? Hi. Uh, I'm calling in regards to my medical plan, I guess. I have a Benefits in a Card, um, that was sent to me that shows, um, I guess, all of the me- benefits that I ha- uh, I got and that I'm paying for every week. I'm just calling to see how... 'Cause I believe I got one with the Insurplus, um, added to the benefits, and how I can use that. Okay. Um, have you se- have you received your card in your email? The medical cards will go to your email. Um, I got a physical one. Okay. So on that card, um, with, with the Insure plans, there's no requirement for any kind of network. There's no specific doctors you have to see. You just have to make sure your doctor or the doctor that you're going to see accepts that type of insurance, this type of insurance. Mm-hmm. Um, and then as far as finding a doctor, there's a number on the card that says find a provider, and you'll be able to call that number, and they'll give you a list of providers in the area that do accept the insurance. Um, and then just depending on the service that you're receiving, they cover up to a certain dollar amount, and you're responsible for the remainder. Okay, and it's the multiplan.com, correct? Is that where I look for, uh, providers? You can. You can also go through that website, and then you'll click on find a provider. Um, and then you'll- Mm-hmm. ... simply click limited benefit plan and put in the- Mm-hmm. ... ZIP code or the city you're looking for, um, and, and it'll give you a list. Okay. Um, so I'm sorry. I, I'm still a little bit, um, confused 'cause, so there's the MEC that I have, the Stay Healthy MEC, and then there's the Insurplus. So, I... The Insurplus will automatically, uh, uh, be used if I were to, you know, find a, like my... If I use my doctor, and it's in networ- and it's in network? So with the... So it just depends on whichever card you give your doctor's office and the service you're receiving. If you're receiving, like, a preventative health service, something like your annual- Mm-hmm. ... physical, immunizations, things like that, you would give that MEC card because that's your preventative health card. But if you're going in- Mm-hmm. ... to the physician's office because you're sick or you're going to the ER, something like that, you would give them the- Mm-hmm. ... the in, uh, Insurcard, the one that says American Public Life on it. Oh. I don't have that then 'cause the one that I have has like 1, 2, 3, 4... It has the vision, the medical, pharmacy, and then the... It says, you know, Creative Circle membership. I don't have- Okay. That's really hard. ... what you're looking for. Yep. So that card- Um. ... would have went to your email. Let me take a look. Um, what is the name of the company you just yielded the word for? Creative Circle. And the last four digits of your Social? I'm sorry? The last four digits of your Social? 8105. All right, and if you can confirm your address and date of birth. Yes. My date of birth is August 30, 1983. Uh, my address is 1702 Northwoods Drive, Marietta, Georgia 30066. All righty. And I have your phone number as 619-5- uh, 619-252-4240? Correct, yes. Can I have

your email address as yourlastname.case@Gmail.com? Yes. Okay. So you are active. So yeah, that, that one would have went to your email. Let me go ahead and... A virtual copy should be ready. Give me one moment. Okay. I can... Yes. Uh, it is ready. I can get you another one sent to your email if you like, or would you prefer a physical? Um, I could just do email. Thank you. I guess I, I didn't see it, uh... I guess I must have missed it. I, I didn't see it in my email. It's possible. Sometimes they do go to the junk or spam folder, so it could be that it went- Uh-huh. ... to one of those folders, and you just didn't catch it. Got it. Okay. The email's gonna come from info@benefitsinacard.com. It should go to your inbox. Mm-hmm. But like I said, just... If you don't see it, try that spam or junk folder, okay? Okay. Thank you so much. No problem. Do you have any other questions? Uh, nope. That's it. Thank you for your help. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi. My name is, uh, Christine. Uh, last name is Malabanan. M-A-L-A-B-A-N-A-N.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi. Uh, I'm calling in regards to my medical plan, I guess. I have a Benefits in a Card, um, that was sent to me that shows, um, I guess, all of the me- benefits that I ha- uh, I got and that I'm paying for every week. I'm just calling to see how... 'Cause I believe I got one with the Insurplus, um, added to the benefits, and how I can use that.

Speaker speaker_0: Okay. Um, have you se- have you received your card in your email? The medical cards will go to your email.

Speaker speaker_1: Um, I got a physical one.

Speaker speaker_0: Okay. So on that card, um, with, with the Insure plans, there's no requirement for any kind of network. There's no specific doctors you have to see. You just have to make sure your doctor or the doctor that you're going to see accepts that type of insurance, this type of insurance.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then as far as finding a doctor, there's a number on the card that says find a provider, and you'll be able to call that number, and they'll give you a list of providers in the area that do accept the insurance. Um, and then just depending on the service that you're receiving, they cover up to a certain dollar amount, and you're responsible for the remainder.

Speaker speaker_1: Okay, and it's the multiplan.com, correct? Is that where I look for, uh, providers?

Speaker speaker_0: You can. You can also go through that website, and then you'll click on find a provider. Um, and then you'll-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... simply click limited benefit plan and put in the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... ZIP code or the city you're looking for, um, and, and it'll give you a list.

Speaker speaker_1: Okay. Um, so I'm sorry. I, I'm still a little bit, um, confused 'cause, so there's the MEC that I have, the Stay Healthy MEC, and then there's the Insurplus. So, I... The Insurplus will automatically, uh, uh, be used if I were to, you know, find a, like my... If I use my doctor, and it's in networ- and it's in network?

Speaker speaker_0: So with the... So it just depends on whichever card you give your doctor's office and the service you're receiving. If you're receiving, like, a preventative health service, something like your annual-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... physical, immunizations, things like that, you would give that MEC card because that's your preventative health card. But if you're going in-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to the physician's office because you're sick or you're going to the ER, something like that, you would give them the-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the in, uh, Insurcard, the one that says American Public Life on it.

Speaker speaker_1: Oh. I don't have that then 'cause the one that I have has like 1, 2, 3, 4... It has the vision, the medical, pharmacy, and then the... It says, you know, Creative Circle membership. I don't have-

Speaker speaker_0: Okay. That's really hard.

Speaker speaker_1: ... what you're looking for.

Speaker speaker_0: Yep. So that card-

Speaker speaker_1: Um.

Speaker speaker_0: ... would have went to your email. Let me take a look. Um, what is the name of the company you just yielded the word for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The last four digits of your Social?

Speaker speaker_1: 8105.

Speaker speaker_0: All right, and if you can confirm your address and date of birth.

Speaker speaker_1: Yes. My date of birth is August 30, 1983. Uh, my address is 1702 Northwoods Drive, Marietta, Georgia 30066.

Speaker speaker_0: All righty. And I have your phone number as 619-5- uh, 619-252-4240?

Speaker speaker_1: Correct, yes.

Speaker speaker_0: Can I have your email address as yourlastname.case@Gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you are active. So yeah, that, that one would have went to your email. Let me go ahead and... A virtual copy should be ready. Give me one moment. Okay. I can... Yes. Uh, it is ready. I can get you another one sent to your email if you like, or would you prefer a physical?

Speaker speaker_1: Um, I could just do email. Thank you. I guess I, I didn't see it, uh... I guess I must have missed it. I, I didn't see it in my email.

Speaker speaker_0: It's possible. Sometimes they do go to the junk or spam folder, so it could be that it went-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... to one of those folders, and you just didn't catch it.

Speaker speaker_1: Got it. Okay.

Speaker speaker_0: The email's gonna come from info@benefitsinacard.com. It should go to your inbox.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But like I said, just... If you don't see it, try that spam or junk folder, okay?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Do you have any other questions?

Speaker speaker_1: Uh, nope. That's it. Thank you for your help.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.