

Transcript: Pearl

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Full Transcript

Good morning. You called in to get a new card. My name is Pearl. Who does or was I speaking with? Um, good morning. My name is Sandra Sotelo. And how can I assist you? Um, yes. Um, I just had a question. Okay. So, where I work at, um, I received, um, a medical card, and I was just, um, calling, um, to see, um, is, is there a way that you could, um, if you could see how much the, like, how much they'll be taking off or like how much the card has, or like how does it work if like I have an appointment, um, do I, um, like do I co-pay, or like, um, how much would I pay if I have an appointment or anything like that? Okay. What's the name of the staffing agency you work for? I'm sorry? What's the name of the staffing agency you work for? Oh, Crown, Crown Services. And the last four digits of your social? Uh, give me a sec. I'm sorry. It's 3979. All righty. Then, if you can confirm your address and date of birth. Um, yeah. It's, um, 11637 Timber Ridge Apartment 4, Cincinnati, Ohio 45241. My birthday is May 14, um, '74. '74? Yeah. Okay. So I have a different year. I'm, I'm sorry '73, '73, '73. Okay. And I have your phone number as 513-236-6088? Yes. And I have your email address as sandra.sotelo513@icosa.com? Mm-hmm, um, yes. Okay. So taking a look here, you're in the MEC TelRx plan, and what that is- Okay. ... is a preventive plan. So it covers like your annual physicals, STD screenings, cancer screenings, diabetes, blood pressure, those kinds of things. Uh, it doesn't cover you going to the ER or doctor. It just covers preventative health. Um, this plan, there's no copays or deductibles for those services as long as you see a provider that's in the network. Mm-hmm. On that card, there's a phone number that says find a provider. You can also go to the website that's on the card, that's multiplan.com. Okay. And then you'll click on, uh, preventive services only, or you'll click find a provider, then preventive service only. And then you'll just simply put in the city or, or ZIP code that you're looking for, and it'll give you providers in your area. Mm-hmm. Um, and then it, it does also offer telehealth services, which is seeing a doctor or a physician via webcam. Um, you could see a doctor that way, but you're just not able to go into a doctor's office and see a, a doctor or the ER. All right. Um, and then... Does it- Yes, you also have free Rx, which is prescription coverage. If your cov- your medicine is on the list of covered medications, it is covered at 100%. Okay, perfect. Okay. So you said on that website. Okay. Yeah, 'cause it says find a provider. So then that's the website. Mm-hmm. That I can look for? Okay. Um, and then, um, just another question. I'm sorry. Okay. Um, is this... Does this have, um, vision and dental or is it just medical? It's just your preventive health. Okay. Okay. All right. Well, um, that was just my question. Thank you so much. No problem. Thank you so much for calling. Have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Good morning. You called in to get a new card. My name is Pearl. Who does or was I speaking with?

Speaker speaker_1: Um, good morning. My name is Sandra Sotelo.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yes. Um, I just had a question. Okay. So, where I work at, um, I received, um, a medical card, and I was just, um, calling, um, to see, um, is, is there a way that you could, um, if you could see how much the, like, how much they'll be taking off or like how much the card has, or like how does it work if like I have an appointment, um, do I, um, like do I co-pay, or like, um, how much would I pay if I have an appointment or anything like that?

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: Oh, Crown, Crown Services.

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

Speaker speaker_1: Uh, give me a sec. I'm sorry. It's 3979.

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

Speaker speaker_1: Um, yeah. It's, um, 11637 Timber Ridge Apartment 4, Cincinnati, Ohio 45241. My birthday is May 14, um, '74.

Speaker speaker_0: '74?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I have a different year.

Speaker speaker_1: I'm, I'm sorry '73, '73, '73.

Speaker speaker_0: Okay. And I have your phone number as 513-236-6088?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as sandra.sotelo513@icosa.com?

Speaker speaker_1: Mm-hmm, um, yes.

Speaker speaker_0: Okay. So taking a look here, you're in the MEC TelRx plan, and what that is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is a preventive plan. So it covers like your annual physicals, STD screenings, cancer screenings, diabetes, blood pressure, those kinds of things. Uh, it doesn't

cover you going to the ER or doctor. It just covers preventative health. Um, this plan, there's no copays or deductibles for those services as long as you see a provider that's in the network.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: On that card, there's a phone number that says find a provider. You can also go to the website that's on the card, that's multiplan.com.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you'll click on, uh, preventive services only, or you'll click find a provider, then preventive service only. And then you'll just simply put in the city or, or ZIP code that you're looking for, and it'll give you providers in your area.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then it, it does also offer telehealth services, which is seeing a doctor or a physician via webcam. Um, you could see a doctor that way, but you're just not able to go into a doctor's office and see a, a doctor or the ER.

Speaker speaker_1: All right.

Speaker speaker_0: Um, and then...

Speaker speaker_1: Does it-

Speaker speaker_0: Yes, you also have free Rx, which is prescription coverage. If your cov-your medicine is on the list of covered medications, it is covered at 100%.

Speaker speaker_1: Okay, perfect. Okay. So you said on that website. Okay. Yeah, 'cause it says find a provider. So then that's the website.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That I can look for? Okay. Um, and then, um, just another question. I'm sorry.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, is this... Does this have, um, vision and dental or is it just medical?

Speaker speaker_0: It's just your preventive health.

Speaker speaker_1: Okay. Okay. All right. Well, um, that was just my question. Thank you so much.

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

Speaker speaker_1: You too. Thank you.