

Transcript: Pearl

Rojas-6717773152305152-4735007170805760

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl who has the pleasure of speaking with? Hi, uh, my name is Colleen Lim. And how can I assist you? Hi, um, I would just like to know more information about, um, uh, well, I need to see a psychiatrist to get refills on my medication, and I need to know what my, um, coverage is for, uh, mental healthcare providers, if that's all right? Okay, what's the name of the staffing agency you work for? Uh, Nora Staffing. And the last four digits of your Social? 0914. Okay, and if you can confirm your address and date of birth for me? It'd be, uh, 1385 York Avenue, Apartment 6D, New York, New York, 10021, and, um, July 5th, 1985. All right, and I have your phone number at 495-7541? Uh, 5741. Sorry, yes, 5741. And I have your email address as colleenlimofficial@gmail... @gmail.com. Yep, yep, that's correct. All righty. So you do have behavioral and mental health. Um... But that is via webcam. It is not in person. Um... And then you said you wanted to know your, what your coverage is? Did you want, like, to know the plans you're enrolled in? Yeah. Like, like, um, uh, for the, like, h- how, like, is it under... How do I find providers? Like, is it through MultiPlan or is it through, um, a, a different company? So, for, for, are you looking for providers for your behavioral health? Yes. Or for providers in general? I'm looking for a psychiatrist. Um... Okay, give me one moment. Okay. All right, so I can... Oh, where is it? Give me one moment. Okay, so I can give you a phone number that you can call, so that they can assist you with, um, with your behavioral and mental health providers. Okay, great. Um, and, uh, th- through Benefits in a Card, does it say, like, what my gov- my, like, my coverage is? Is it like... Um, is there a copay? Like, uh, is there a number of, uh, visits that are involved or is there... Or do I have to call this number to find out? Um, so there is no copay for fees. Um, services available via phone or video. Hmm... Um, it doesn't say as far as how many sessions you're ha- you can, you have, but th- the... We'll answer that with the phone number that I'm giving you, I'm gonna give you. Um... Okay. But there is no copay or fees and then it, like I said, it's be- it's by video or phone. Um, and you can, you can access it 24/7. Okay, great. And, um, what company is this? This is through American Public Life. Okay, great. Okay, all right. Um, yes, if you could give me this phone number, that'd be great. Yep. That is eight hun- uh, 888- Is it 888- 507... Okay. 507-0435. 70435? Wait, sorry. 707- 507... Shh. Don't worry. Yep. It's 888-507-0435. 0435. Okay, thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl who has the pleasure of speaking with?

Speaker speaker_1: Hi, uh, my name is Colleen Lim.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hi, um, I would just like to know more information about, um, uh, well, I need to see a psychiatrist to get refills on my medication, and I need to know what my, um, coverage is for, uh, mental healthcare providers, if that's all right?

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

Speaker speaker_1: Uh, Nora Staffing.

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

Speaker speaker_1: 0914.

Speaker speaker_0: Okay, and if you can confirm your address and date of birth for me?

Speaker speaker_1: It'd be, uh, 1385 York Avenue, Apartment 6D, New York, New York, 10021, and, um, July 5th, 1985.

Speaker speaker_0: All right, and I have your phone number at 495-7541?

Speaker speaker_1: Uh, 5741.

Speaker speaker_0: Sorry, yes, 5741. And I have your email address as colleenlimofficial@gmail...

Speaker speaker_1: @gmail.com. Yep, yep, that's correct.

Speaker speaker_0: All righty. So you do have behavioral and mental health. Um... But that is via webcam. It is not in person. Um... And then you said you wanted to know your, what your coverage is? Did you want, like, to know the plans you're enrolled in?

Speaker speaker_1: Yeah. Like, like, um, uh, for the, like, h- how, like, is it under... How do I find providers? Like, is it through MultiPlan or is it through, um, a, a different company?

Speaker speaker_0: So, for, for, are you looking for providers for your behavioral health?

Speaker speaker_1: Yes.

Speaker speaker_0: Or for providers in general?

Speaker speaker_1: I'm looking for a psychiatrist. Um...

Speaker speaker_0: Okay, give me one moment. Okay. All right, so I can... Oh, where is it? Give me one moment. Okay, so I can give you a phone number that you can call, so that they can assist you with, um, with your behavioral and mental health providers.

Speaker speaker_1: Okay, great. Um, and, uh, th- through Benefits in a Card, does it say, like, what my gov- my, like, my coverage is? Is it like... Um, is there a copay? Like, uh, is there a number of, uh, visits that are involved or is there... Or do I have to call this number to find out?

Speaker speaker_0: Um, so there is no copay for fees. Um, services available via phone or video. Hmm... Um, it doesn't say as far as how many sessions you're ha- you can, you have, but th- the... We'll answer that with the phone number that I'm giving you, I'm gonna give you. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: But there is no copay or fees and then it, like I said, it's be- it's by video or phone. Um, and you can, you can access it 24/7.

Speaker speaker_1: Okay, great. And, um, what company is this?

Speaker speaker_0: This is through American Public Life.

Speaker speaker_1: Okay, great. Okay, all right. Um, yes, if you could give me this phone number, that'd be great.

Speaker speaker_0: Yep. That is eight hun- uh, 888-

Speaker speaker_1: Is it 888-

Speaker speaker_0: 507... Okay. 507-0435.

Speaker speaker_1: 70435? Wait, sorry. 707- 507... Shh. Don't worry. Yep.

Speaker speaker_0: It's 888-507-0435.

Speaker speaker_1: 0435. Okay, thank you so much.

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

Speaker speaker_1: You too.