

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits with McCarty. This is Victoria. How can I help you? Hey, Victoria. My name's Justin. Um, I'm calling, I'm a new client with you guys. Um, is there a group number, member ID or anything like that that I'm gonna receive for the medical aspect? And am I able to use this at my, like, just my general PCP? And do you guys cover psych? Okay. Let me pull up your file. What's the name of the agency you work for? Uh, ATC. And the last four of your Social? 3207. Okay. And, uh, your first and last name again? I'm sorry. Uh, Justin. Last name's Kalinsky. All right. Do you mind verifying your address and date of birth? Sure. 526 South Arlington Heights Road, Arlington Heights, Illinois, 60005. And date of birth, 07/24/75. And then phone number 773-569-8088? That's correct. Okay. And then email is just first initial last name @gmail.com? That's also correct. Okay. So, you should have received an ID card by email. Have you not gotten that yet? Not for you guys. Can you resend it by chance? Yeah. I can look up all your ID cards and send it to you by email. All right. That'd be beautiful. Now, I know you also had questions about, um, if it would cover, like, uh, you said a pediatric- Like, you know, a visit, right, just going to my general doctor and, um, you know, for like, mental health issues, anything like that, where she's supposed to go to see a therapist today with my son. So, just fun things like that. Okay. So, I will start off by saying we're just your em- benefits administer, so, um, we're not the actual insurance company. What I do know about that plan, um, there is coverage for, um, a physician's office visit. Um, it looks like... Let's see. Oh. So, it looks like with the plan that you have, the insurance will cover \$150 a day with a max of four days, uh, with the physician office visits. Now, you may want to reach out to American Public Life directly to verify, like, the specific coverage with that. I'm not sure if there is any, like, coverage for mental health or not under your medical plan. Now, I do see that you have the behavioral health, um, benefit, which is just like online, uh, therapy and counseling. Okay. It's just online? It doesn't do anything, like, for couple's therapy or anything like that? Um, I, I'm not sure. Let me... I know it's online, and you would have to pick one of the, uh, counselors within that. Give me one second. Yeah. The information here that I have doesn't say anything specific to, like, marriage counseling or anything like that. Okay. Um, I can give you this phone number, though, for the behavioral health benefit in case you wanna call them and see if they have more information on it. Sure. If you wouldn't mind. Um, or actually, could you send that to me in the email? Um, yeah. Give me just a few seconds. Let me get all your ID cards together, and I'll also put the phone number for the behavioral health in the email. Beautiful. I'm gonna put you on a brief hold. I'll be right back. Okay. Alrighty, thank you so much for holding. So I just sent all the- Oh, nice. ... to your, uh, email. I've beautiful. Okay. I guess we'll let the fun begin. Alrighty. Do you need help with anything else? Nope, that'll be all. All right. You have a wonderful day. All right. You as well. Thank you so much. Thank you. Bye-bye. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits with McCarty. This is Victoria. How can I help you?

Speaker speaker_1: Hey, Victoria. My name's Justin. Um, I'm calling, I'm a new client with you guys. Um, is there a group number, member ID or anything like that that I'm gonna receive for the medical aspect? And am I able to use this at my, like, just my general PCP? And do you guys cover psych?

Speaker speaker_0: Okay. Let me pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Uh, ATC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3207.

Speaker speaker_0: Okay. And, uh, your first and last name again? I'm sorry.

Speaker speaker_1: Uh, Justin. Last name's Kalinsky.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. 526 South Arlington Heights Road, Arlington Heights, Illinois, 60005. And date of birth, 07/24/75.

Speaker speaker_0: And then phone number 773-569-8088?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then email is just first initial last name @gmail.com?

Speaker speaker_1: That's also correct.

Speaker speaker_0: Okay. So, you should have received an ID card by email. Have you not gotten that yet?

Speaker speaker_1: Not for you guys. Can you resend it by chance?

Speaker speaker_0: Yeah. I can look up all your ID cards and send it to you by email.

Speaker speaker_1: All right. That'd be beautiful.

Speaker speaker_0: Now, I know you also had questions about, um, if it would cover, like, uh, you said a pediatric-

Speaker speaker_1: Like, you know, a visit, right, just going to my general doctor and, um, you know, for like, mental health issues, anything like that, where she's supposed to go to see a therapist today with my son. So, just fun things like that.

Speaker speaker_0: Okay. So, I will start off by saying we're just your em- benefits administer, so, um, we're not the actual insurance company. What I do know about that plan, um, there is coverage for, um, a physician's office visit. Um, it looks like... Let's see.

Speaker speaker_1: Oh.

Speaker speaker_0: So, it looks like with the plan that you have, the insurance will cover \$150 a day with a max of four days, uh, with the physician office visits. Now, you may want to reach out to American Public Life directly to verify, like, the specific coverage with that. I'm not sure if there is any, like, coverage for mental health or not under your medical plan. Now, I do see that you have the behavioral health, um, benefit, which is just like online, uh, therapy and counseling.

Speaker speaker_1: Okay. It's just online? It doesn't do anything, like, for couple's therapy or anything like that?

Speaker speaker_0: Um, I, I'm not sure. Let me... I know it's online, and you would have to pick one of the, uh, counselors within that. Give me one second. Yeah. The information here that I have doesn't say anything specific to, like, marriage counseling or anything like that.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I can give you this phone number, though, for the behavioral health benefit in case you wanna call them and see if they have more information on it.

Speaker speaker_1: Sure. If you wouldn't mind. Um, or actually, could you send that to me in the email?

Speaker speaker_0: Um, yeah. Give me just a few seconds. Let me get all your ID cards together, and I'll also put the phone number for the behavioral health in the email.

Speaker speaker_1: Beautiful.

Speaker speaker_0: I'm gonna put you on a brief hold. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: Alrighty, thank you so much for holding. So I just sent all the- Oh, nice.

Speaker speaker_3: ... to your, uh, email.

Speaker speaker_2: I've beautiful. Okay. I guess we'll let the fun begin.

Speaker speaker_3: Alrighty. Do you need help with anything else?

Speaker speaker_2: Nope, that'll be all.

Speaker speaker_3: All right. You have a wonderful day.

Speaker speaker_2: All right. You as well. Thank you so much.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye.