

Transcript: VICTORIA

Taylor-5236929381056512-5446321384767488

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, hi. So we're new to this insurance. Is this like... What kind of insurance is this? Um, it really depends on the, uh, the plan that you choose. We work for a couple different staffing agent, or not staffing agencies but, um, insurance carriers. Okay. Um, so the main ones would be with American Public Life, uh, 90 Degree Benefits and, um, MetLife. Okay, so like if I was scheduling with, like, my providers that I've had for a while, then like what insurance do I tell them I'mma have so they can see if we're in network or not? Okay, so the name of the... Are, are you talking about just, like, a medical provider? Yeah, like if I was gonna schedule, like, a regular, like, appointment, like, with my kid's pediatrician. So do I- So- ... just give them this information? Yeah, you should have an ID card that has all of that on there. But the, the name of the network is, um, for mul- medical it's MultiPlan. Okay. Um, yeah, we haven't gotten a card yet. That's why we were trying to figure out what kind of insurance it was. He hasn't gotten a card. Okay. Okay, are you- And it's supposed to be mailed out final. Are you the policyholder or? No, I'm his w- I'm, I'm his spouse. Okay, are you on the policy with him? Yes, uh-huh. All right, do you know the name of his staffing agency? MAU. And the last four of his social? 7421. Okay, and his first and last name? Reginald Aiken. Great. Uh, would you be able to verify his date of birth and address? 01/03/1982, um, 141- Possibly. ... Blassingame Road, Greenville, South Carolina. 20605. 20605. Okay. And, I'm sorry, what is your name? I'm Michelle Aiken. Okay. And if you'll just verify the last four of your Social and date of birth. 2100, um, October the 6th, 1985. Okay. Let's see. So it looks like the coverage just became active this Monday. Let me see if I can pull up, um- Okay. ... digital copies of the ID cards. Give me one second. Okay, thank you. You're welcome. Okay, is it a preventative or non-preventative visit? It's gonna be, um, for a non-preventative visit. He, it's like a kids... Um, he's a, he's sick, and we, I mean, so I'm gonna take him in for a sick visit. Oh, okay. The reason why I'm asking is because technically the plan that you guys have is a combination of two different insurance carriers. One side- Uh-huh. ... is for preventative, and then the other side is for, uh, the non-preventative. So it looks like I'm able to get the non-preventative ID card. I can get the dental and the vision. Okay. Um, the preventative ID card I don't have access to just yet because we're having some technical difficulties with the, um, the site that we use to get that from. Mm-hmm. So what I'm gonna do is I'm gonna email you, um, all the cards that I have acce- or I'm gonna send it to his email on file, uh, so all the cards- He wants it if he is... Okay. Yeah. Okay. Yes, ma'am. Like I said, the, the non-preventative ID card we- I do have access to, so you should have no issues with that. Uh- Okay. But if you run into anything or if there's any other questions maybe that they have, they can also call us and we can verify the coverage on our end. Okay, just the number that I called? Yeah. Yes, ma'am. Okay. Yes. Oh, okay. And then do- can I call back to get the non-preventative? 'Cause, like,

they missed, um... But in between my husband doing jobs, they missed, like, their preventative dental. Or do I use the one that you already gonna send him? So dental has its own separate ID card. Okay. Yeah, and I'm gonna send the dental, the vision and the non-Okay. ... preventative medical. So there should be three different ID cards. And then I will- Three different ones, okay. ... follow up, um- Okay. ... once I have access to the site that we used for, uh, the preventative ID card. Okay. Okay, then just send it to his email as well? Yeah, once... I'm gonna keep an eye on it and once that site is back up, I will send it over his way to the same email. Okay. Okay. Do you need his email? Looks like I have reginald.aiken@i... i... Goodness gracious, I can't speak today. Firstname.lastname@example.com. Yeah, that's right, mm-hmm. Okay. All right, give me- Okay. ... just a few seconds. I can stay on the line just to make sure you guys get this. Okay. Let me see that phone, so I can make sure she got everything. I can check your Outlook while you're doing it. Okay. Do you wanna do my phone? How do you do that? You should... with my photo? Oh. Yeah, she gonna send it now. Oh, look at this one. It's normal. Nothing compared, maybe if I jump, be back out here. Out here. Nope. Nope. Here. Oh 'cause it jumped. All right, I just sent it, so it should be coming through. Okay, hold on. Let me check it right now. There it is. I found it. You got the card? Make sure I don't delete anything on there. Same screen? Um, no, you don't. Um, let me search. Let me unbox. Let me back out. Let me back out. Let me go in there. ... Yeah. There they are. I'll send that to you. Okay. Yes, ma'am, we have them, and just whenever you get the chance, if you could just send us the preventative cards as well. Yes, ma'am. Um, it looks like it's just some technical difficulties with the actual w- the site that we use. So once that's- Okay. ... back up and running... Like I said, I'm gonna keep an eye on it and I'll just send a follow-up email to you guys with it. Okay, thank you so much. You're welcome. You have a wonderful day. You as well. Thank you. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, hi. So we're new to this insurance. Is this like... What kind of insurance is this?

Speaker speaker_0: Um, it really depends on the, uh, the plan that you choose. We work for a couple different staffing agent, or not staffing agencies but, um, insurance carriers.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so the main ones would be with American Public Life, uh, 90 Degree Benefits and, um, MetLife.

Speaker speaker_1: Okay, so like if I was scheduling with, like, my providers that I've had for a while, then like what insurance do I tell them I'mma have so they can see if we're in network or not?

Speaker speaker_0: Okay, so the name of the... Are, are you talking about just, like, a medical provider?

Speaker speaker_1: Yeah, like if I was gonna schedule, like, a regular, like, appointment, like, with my kid's pediatrician. So do I-

Speaker speaker_0: So-

Speaker speaker_1: ... just give them this information?

Speaker speaker_0: Yeah, you should have an ID card that has all of that on there. But the, the name of the network is, um, for mul- medical it's MultiPlan.

Speaker speaker_1: Okay. Um, yeah, we haven't gotten a card yet. That's why we were trying to figure out what kind of insurance it was. He hasn't gotten a card.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay, are you-

Speaker speaker_1: And it's supposed to be mailed out final.

Speaker speaker_0: Are you the policyholder or?

Speaker speaker_1: No, I'm his w- I'm, I'm his spouse.

Speaker speaker_0: Okay, are you on the policy with him?

Speaker speaker_1: Yes, uh-huh.

Speaker speaker_0: All right, do you know the name of his staffing agency?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of his social?

Speaker speaker_1: 7421.

Speaker speaker_0: Okay, and his first and last name?

Speaker speaker_1: Reginald Aiken.

Speaker speaker_0: Great. Uh, would you be able to verify his date of birth and address?

Speaker speaker_1: 01/03/1982, um, 141-

Speaker speaker_2: Possibly.

Speaker speaker_1: ... Blassingame Road, Greenville, South Carolina.

Speaker speaker_2: 20605.

Speaker speaker_1: 20605.

Speaker speaker_0: Okay. And, I'm sorry, what is your name?

Speaker speaker_1: I'm Michelle Aiken.

Speaker speaker_0: Okay. And if you'll just verify the last four of your Social and date of birth.

Speaker speaker_1: 2100, um, October the 6th, 1985.

Speaker speaker_0: Okay. Let's see. So it looks like the coverage just became active this Monday. Let me see if I can pull up, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... digital copies of the ID cards. Give me one second.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Okay, is it a preventative or non-preventative visit?

Speaker speaker_1: It's gonna be, um, for a non-preventative visit. He, it's like a kids... Um, he's a, he's sick, and we, I mean, so I'm gonna take him in for a sick visit.

Speaker speaker_0: Oh, okay. The reason why I'm asking is because technically the plan that you guys have is a combination of two different insurance carriers. One side-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... is for preventative, and then the other side is for, uh, the non-preventative. So it looks like I'm able to get the non-preventative ID card. I can get the dental and the vision.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, the preventative ID card I don't have access to just yet because we're having some technical difficulties with the, um, the site that we use to get that from.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So what I'm gonna do is I'm gonna email you, um, all the cards that I have acce- or I'm gonna send it to his email on file, uh, so all the cards-

Speaker speaker_1: He wants it if he is... Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Like I said, the, the non-preventative ID card we- I do have access to, so you should have no issues with that. Uh-

Speaker speaker_1: Okay.

Speaker speaker_0: But if you run into anything or if there's any other questions maybe that they have, they can also call us and we can verify the coverage on our end.

Speaker speaker_1: Okay, just the number that I called?

Speaker speaker_0: Yeah. Yes, ma'am.

Speaker speaker_1: Okay. Yes. Oh, okay. And then do- can I call back to get the non-preventative? 'Cause, like, they missed, um... But in between my husband doing jobs, they missed, like, their preventative dental. Or do I use the one that you already gonna send him?

Speaker speaker_0: So dental has its own separate ID card.

Speaker speaker_3: Okay.

Speaker speaker_0: Yeah, and I'm gonna send the dental, the vision and the non-

Speaker speaker_3: Okay.

Speaker speaker_0: ... preventative medical. So there should be three different ID cards. And then I will-

Speaker speaker_3: Three different ones, okay.

Speaker speaker_0: ... follow up, um-

Speaker speaker_3: Okay.

Speaker speaker_0: ... once I have access to the site that we used for, uh, the preventative ID card.

Speaker speaker_3: Okay. Okay, then just send it to his email as well?

Speaker speaker_0: Yeah, once... I'm gonna keep an eye on it and once that site is back up, I will send it over his way to the same email.

Speaker speaker_3: Okay. Okay. Do you need his email?

Speaker speaker_0: Looks like I have reginald.aiken@i... i... Goodness gracious, I can't speak today. Firstname.lastname@example.com.

Speaker speaker_3: Yeah, that's right, mm-hmm.

Speaker speaker_0: Okay. All right, give me-

Speaker speaker_3: Okay.

Speaker speaker_0: ... just a few seconds. I can stay on the line just to make sure you guys get this.

Speaker speaker_3: Okay. Let me see that phone, so I can make sure she got everything. I can check your Outlook while you're doing it.

Speaker speaker_4: Okay. Do you wanna do my phone?

Speaker speaker_5: How do you do that?

Speaker speaker_4: You should... with my photo?

Speaker speaker_5: Oh.

Speaker speaker_3: Yeah, she gonna send it now.

Speaker speaker_4: Oh, look at this one. It's normal. Nothing compared, maybe if I jump, be back out here. Out here. Nope. Nope. Here.

Speaker speaker_3: Oh 'cause it jumped.

Speaker speaker_0: All right, I just sent it, so it should be coming through.

Speaker speaker_3: Okay, hold on. Let me check it right now.

Speaker speaker_4: There it is. I found it.

Speaker speaker_3: You got the card? Make sure I don't delete anything on there. Same screen?

Speaker speaker_4: Um, no, you don't. Um, let me search. Let me unbox. Let me back out. Let me back out. Let me go in there. ... Yeah. There they are. I'll send that to you.

Speaker speaker_3: Okay. Yes, ma'am, we have them, and just whenever you get the chance, if you could just send us the preventative cards as well.

Speaker speaker_0: Yes, ma'am. Um, it looks like it's just some technical difficulties with the actual w- the site that we use. So once that's-

Speaker speaker_3: Okay.

Speaker speaker_0: ... back up and running... Like I said, I'm gonna keep an eye on it and I'll just send a follow-up email to you guys with it.

Speaker speaker_3: Okay, thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_3: You as well. Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.