

Transcript: VICTORIA

Taylor-5265258908401664-4545095300988928

Full Transcript

Mm-hmm. Thank you for calling Benefits and a Card, this is Victoria, how can I help you? Hi Victoria, my name is Laquita Lennon. I was calling because, um, it, when I, I had called before, I was looking to cancel but the rep I spoke to explained some of the benefits, so I'm just trying to get a little more details and see how I can actually get a card. Because I don't, I never received one. Okay. What's the name of the agency you work for? Clinical, um, Clinical Staffing. Okay. Uh, and the last four of your Social? 8284. 8284, okay. And your first and last name? Laquita Lennon. Perfect, got you here. Do you mind verifying your address and date of birth? Sure. March 6, 1989 is my date of birth. Address, 123 Steinmetz Homes, Schenectady, New York, 12304. All right. And then phone number 315-542-2652? Yes. Okay. And then email is gonna be first name 72 at gmail.com. Yes, that's correct. Okay. Um, let's see. And I'm sorry, did you say your date of birth? March 6, 1989. Okay. So are you still working with them, that Clinical Staffing? Yes. Okay. I don't see that, um, I don't see that you have active coverage, um, are you still w- working with them? Yes, I am. I was gone for a couple weeks, that's probably why. Okay. Give me one second, I'm sorry, I'm just trying to look at this. No problem. Yeah, 'cause it looks like the last deduction we got was back on the 28th of February. Oh, okay. Yeah. So I don't see that you currently have active coverage with us at the moment, but you never received your ID card, is that what you're saying? Yeah. Okay. Um, I can send it to your email address, if that'll work. Yeah, that'll work. And- Okay. Now- ... how does that work anyways? Well, I, I'm getting paid on Friday so I'm sure it's going to be another deduction. Okay. So you have returned back to work with them? Mm-hmm. Were you on an as, like a break in assignments? Were there a few weeks- No. ... where you weren't on an assignment? Yeah, yes. Uh-huh. Okay. Yeah, to my knowledge, whenever you return back to work, the deductions should start back up like normal. It did. It did before. Oh. But yeah, so if you could email me the card and, um, can you just tell me how that works for, like, prescriptions? So the plan that you have is for preventative care, it covers things like yearly- Mm-hmm. ... physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the network. Um, as far as prescriptions are concerned, to my knowledge it would only cover preventative medications. Now, I don't- Okay. ... have the specific medications that are covered because here at Benefits and a Card, we just administer the plans. For the covered medications, you'll actually have to reach out to the carrier Elixir, and they can go over the different, um, covered medications. Now with that being said- Okay. Can you send me their... Mm-hmm. Yes, I can definitely provide their phone number for you. Now with that being said, you're not showing active in our systems which may cause issues with them being able to pull you up in their system to provide that information- Oh. ... to you. So you might have to wait for the carrier to come through. Oh, wait, so like... Oh, okay. That's not a problem. And, um, is, there's no deductibles or... Yeah. No deductibles or co-pays with

the plan that you have. Again, it just covers, y- you know, your preventative services and your preventative medications. If it's not a preventative service or medication, it will not be covered. Okay. And what about in-network, how do I find out who's in-network? So for in-network providers you would need to go onto multiplan.com or you can call MultiPlan and they can help you find a provider. Okay. Mm-hmm. All right. Well thank you for the information. Yes, ma'am. I'm gonna put you on a brief hold for just one second and I'm gonna send that ID card to your email. Thank you. Yes, ma'am. Hello? Come on. Yeah, come on. Down the stairs. Stay there. Stay there. I don't know. I have no idea who you are. Hello. Hi. Thank you so much for holding. So I just sent that to your email address. Okay, thank you. You're welcome. Do you need help with anything else? No, that was all. Thank you. You're welcome. Have a good day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Mm-hmm. Thank you for calling Benefits and a Card, this is Victoria, how can I help you?

Speaker speaker_1: Hi Victoria, my name is Laquita Lennon. I was calling because, um, it, when I, I had called before, I was looking to cancel but the rep I spoke to explained some of the benefits, so I'm just trying to get a little more details and see how I can actually get a card. Because I don't, I never received one.

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

Speaker speaker_1: Clinical, um, Clinical Staffing.

Speaker speaker_0: Okay. Uh, and the last four of your Social?

Speaker speaker_1: 8284.

Speaker speaker_0: 8284, okay. And your first and last name?

Speaker speaker_1: Laquita Lennon.

Speaker speaker_0: Perfect, got you here. Do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. March 6, 1989 is my date of birth. Address, 123 Steinmetz Homes, Schenectady, New York, 12304.

Speaker speaker_0: All right. And then phone number 315-542-2652?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be first name 72 at gmail.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. Um, let's see. And I'm sorry, did you say your date of birth?

Speaker speaker_1: March 6, 1989.

Speaker speaker_0: Okay. So are you still working with them, that Clinical Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I don't see that, um, I don't see that you have active coverage, um, are you still w- working with them?

Speaker speaker_1: Yes, I am. I was gone for a couple weeks, that's probably why.

Speaker speaker_0: Okay. Give me one second, I'm sorry, I'm just trying to look at this.

Speaker speaker_1: No problem.

Speaker speaker_0: Yeah, 'cause it looks like the last deduction we got was back on the 28th of February.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. So I don't see that you currently have active coverage with us at the moment, but you never received your ID card, is that what you're saying?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, I can send it to your email address, if that'll work.

Speaker speaker_1: Yeah, that'll work. And-

Speaker speaker_0: Okay. Now-

Speaker speaker_1: ... how does that work anyways? Well, I, I'm getting paid on Friday so I'm sure it's going to be another deduction.

Speaker speaker_0: Okay. So you have returned back to work with them?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Were you on an as, like a break in assignments? Were there a few weeks-

Speaker speaker_1: No.

Speaker speaker_0: ... where you weren't on an assignment?

Speaker speaker_1: Yeah, yes. Uh-huh.

Speaker speaker_0: Okay. Yeah, to my knowledge, whenever you return back to work, the deductions should start back up like normal.

Speaker speaker_1: It did. It did before.

Speaker speaker_0: Oh.

Speaker speaker_1: But yeah, so if you could email me the card and, um, can you just tell me how that works for, like, prescriptions?

Speaker speaker_0: So the plan that you have is for preventative care, it covers things like yearly-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the network. Um, as far as prescriptions are concerned, to my knowledge it would only cover preventative medications. Now, I don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have the specific medications that are covered because here at Benefits and a Card, we just administer the plans. For the covered medications, you'll actually have to reach out to the carrier Elixir, and they can go over the different, um, covered medications. Now with that being said-

Speaker speaker_1: Okay. Can you send me their... Mm-hmm.

Speaker speaker_0: Yes, I can definitely provide their phone number for you. Now with that being said, you're not showing active in our systems which may cause issues with them being able to pull you up in their system to provide that information-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to you. So you might have to wait for the carrier to come through.

Speaker speaker_1: Oh, wait, so like... Oh, okay. That's not a problem. And, um, is, there's no deductibles or...

Speaker speaker_0: Yeah. No deductibles or co-pays with the plan that you have. Again, it just covers, y- you know, your preventative services and your preventative medications. If it's not a preventative service or medication, it will not be covered.

Speaker speaker_1: Okay. And what about in-network, how do I find out who's in-network?

Speaker speaker_0: So for in-network providers you would need to go onto multiplan.com or you can call MultiPlan and they can help you find a provider.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Well thank you for the information.

Speaker speaker_0: Yes, ma'am. I'm gonna put you on a brief hold for just one second and I'm gonna send that ID card to your email.

Speaker speaker_1: Thank you.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Hello? Come on. Yeah, come on. Down the stairs. Stay there. Stay there.

Speaker speaker_3: I don't know. I have no idea who you are.

Speaker speaker_2: Hello.

Speaker speaker_4: Hi. Thank you so much for holding. So I just sent that to your email address.

Speaker speaker_3: Okay, thank you.

Speaker speaker_4: You're welcome. Do you need help with anything else?

Speaker speaker_3: No, that was all. Thank you.

Speaker speaker_4: You're welcome. Have a good day.

Speaker speaker_3: You too. Bye.

Speaker speaker_4: Bye-bye.