

Transcript: VICTORIA

Taylor-5915137509212160-4866124563398656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name is Brenda. I'm calling 'cause I just received an email to activate my Benefits on a Card account, um, but I noticed that my last name is incorrect. Okay. Uh, what's the name of the agency you work for? Um, ATC West Healthcare. And the last four of your Social? 1681. Okay. And how should your last name be spelled? It should be Moses, not Larios, and it's M-O-S-E-S. Okay. Do you mind verifying your address and date of birth? Yes. 4501 Gilbert Place, Los Angeles, California 90004. And the date of birth is 10/15/82. And then phone number is 323-420-7960? Yes. Okay. And let's see. Email is, uh, brendamoses82@yahoo.com? Yes. Okay. Give me one second. Okay. Okay. So I'm gonna go ahead and update that in our systems, and then I'm gonna, um, get our, like, the insurance carriers up to date with that as well. Okay, perfect. Was there anything else you might need help with? Um, is there, like, a list of in-network providers, like, just, like, for, like, physical exams that can be sent through your email to me? Okay. Um, so a couple things. The medical plan that you have is the hospital indemnity plan, so it doesn't actually cover any preventative services, um, like a, like a yearly physical, I think, would be considered preventative. Um, is it a physical that you're trying to get done or are you just trying to go to a physician's office? Um, it's just, like, a... I wanna get, like, labs done, just a physical. Okay. Yeah, 'cause the plan that you're enrolled into is just for the, typically your non-preventative care. Oh. Okay, so what exactly does the plan that I, um, I'm enrolled in cover? There's coverage for, like, hospitalization, um, there's some surgical benefits, uh, emergency room visits, urgent care, uh, visits, and a regular physician's office. Um, there's also coverage for prescriptions. Um, but like I said, it, it's mainly for your non-preventative care, so, like, any preexisting conditions you might have or if you're sick or injured. Those type of situations. Okay. Mm-hmm. Okay. Thank you so much. You're welcome. Um, but just to let you know, if you are looking for a provider and you wanna stay within the network, you can either go onto the MultiPlan website, which is just multiplan.com, or you can call MultiPlan and they can help you, uh, find a provider in network. Okay. Sounds good. Thank you. You're welcome. You have a wonderful day. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. My name is Brenda. I'm calling 'cause I just received an email to activate my Benefits on a Card account, um, but I noticed that my last name is incorrect.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Um, ATC West Healthcare.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1681.

Speaker speaker_1: Okay. And how should your last name be spelled?

Speaker speaker_2: It should be Moses, not Larios, and it's M-O-S-E-S.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. 4501 Gilbert Place, Los Angeles, California 90004. And the date of birth is 10/15/82.

Speaker speaker_1: And then phone number is 323-420-7960?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And let's see. Email is, uh, brendamoses82@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So I'm gonna go ahead and update that in our systems, and then I'm gonna, um, get our, like, the insurance carriers up to date with that as well.

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: Um, is there, like, a list of in-network providers, like, just, like, for, like, physical exams that can be sent through your email to me?

Speaker speaker_1: Okay. Um, so a couple things. The medical plan that you have is the hospital indemnity plan, so it doesn't actually cover any preventative services, um, like a, like a yearly physical, I think, would be considered preventative. Um, is it a physical that you're trying to get done or are you just trying to go to a physician's office?

Speaker speaker_2: Um, it's just, like, a... I wanna get, like, labs done, just a physical.

Speaker speaker_1: Okay. Yeah, 'cause the plan that you're enrolled into is just for the, typically your non-preventative care.

Speaker speaker_2: Oh. Okay, so what exactly does the plan that I, um, I'm enrolled in cover?

Speaker speaker_1: There's coverage for, like, hospitalization, um, there's some surgical benefits, uh, emergency room visits, urgent care, uh, visits, and a regular physician's office. Um, there's also coverage for prescriptions. Um, but like I said, it, it's mainly for your non-preventative care, so, like, any preexisting conditions you might have or if you're sick or injured. Those type of situations.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Um, but just to let you know, if you are looking for a provider and you wanna stay within the network, you can either go onto the MultiPlan website, which is just multiplan.com, or you can call MultiPlan and they can help you, uh, find a provider in network.

Speaker speaker_2: Okay. Sounds good. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.