

Transcript: VICTORIA

Taylor-5997658799390720-6119321666895872

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, good morning, ma'am. How are you doing? Good. How are you? I'm good, thank you. Um, I just called you because, uh, uh, I want to see a provider. I want to see an eye doctor, yeah, about how to do check, checkup. But when I call about my insur- when I call, um, to, to have someone to send me some provider in my area, she say I have to call, uh, somebody else because my plan cannot... I- I'm not able to do, to do the visit sometimes, right? Only for the hospital. So, I got, I got, um, Benefit in Card. I got some information, so I don't know how you can help me to, to do that. Okay, what's the name of the- Because actually for med- medical, medical, medical, medical benefit. Okay, what's the name of the agency you work for? Uh, ETC. And the last four of your Social? 9218. And your first and last name? Moses Wamene. Okay. Do you mind verifying your address and date of birth? 11/14/1979, 159 Hampton Avenue, Massachusetts, New York, 11-050. Okay, phone number 470-388-8862? 888-62. Yes, ma'am. And then email address is going to be firstandlastname@Yahoo.com? Firstnamelastnam@Yahoo.com, yes. Okay. So, the plan that you have for medical is a combination of your preventative and non-preventative care. Um, you should have two separate ID cards. Mm-hmm. Do you have both of those ID cards? Yes, I got, I got the one. Is, uh, for Carrington. It's a Carrington. That's your dental ID card. That's dental card, yeah. And then I got o- I got a APL, right? So, okay. Neither one of those... Well, one of them might be for medical, but what I'm saying is, is you have two different ID cards for medical itself. Um, one of them- Yes, yes. I got, I got, I got... Sorry, ma'am. Sorry. One of the, uh, the preventative medical ID card is going to have 90 Degree Benefits and Elixir on it. Mm-hmm. The non-preventative ID card is with APL. Yes. So which one, which one are to, to, to, to, to use for, for, for see the provider, the stuff and stuff like that? So again, your preventative ID card will have 90 Degree Benefits and Elixir on it. Oh, okay. That is the one that you would use. Oh, okay. That's, that's I can use. Oh, okay, okay, okay. Okay, gotcha. Okay. Do you have that ID card or do you need me to send that to you? Yes. Yes, I got it. I got it. Uh, it's like 90 degree ETC. Yeah, I got it. It's 90 degree. But how about the vision also, right? I can't use for the vision also? So, that ID card that has 90 Degree Benefits and Elixir on it is just for your preventative medical. You should have a separate ID card for vision. Okay, okay, okay. Oh, listen, let me tell you something, because that, uh, in one ID card, they put, um, like for, for, for so many thing in it. Okay, I see a 90 degrees. Okay. Okay. So, I, I, I see it provided for medical benefits. Okay, yeah. So, so can you, can you send me, uh, some provider in my area? I don't have the ability to do that. Um, we're just your- Oh, okay. ... benefits administrators, so we just administer the policies. Now, if you're looking for a provider that's in your network, you can either go onto MultiPlan.com, or you can call MultiPlan and they can help you find a provider. Okay, I see MultiPlan. Okay, I'm going to call MultiPlan, okay? Yes, sir. All right.

Yeah, thank you so much, ma'am. You're welcome. You have a wonderful day. Thanks. Okay. Thanks. Hello? Yes, I'm still here. Hello? Do you need help with anything else? Yes, so about, about the vision. Uh, for, for vision, that's, uh, I can call MetLife for vision? Yes, mm-hmm. Okay, okay, okay, gotcha. All right. Thank you so much, ma'am. You're welcome. Do you need help with anything else? No, I'm fine. Thank you. Bye-bye. 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: Hey, good morning, ma'am. How are you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm good, thank you. Um, I just called you because, uh, uh, I want to see a provider. I want to see an eye doctor, yeah, about how to do check, checkup. But when I call about my insur- when I call, um, to, to have someone to send me some provider in my area, she say I have to call, uh, somebody else because my plan cannot... I- I'm not able to do, to do the visit sometimes, right? Only for the hospital. So, I got, I got, um, Benefit in Card. I got some information, so I don't know how you can help me to, to do that.

Speaker speaker_0: Okay, what's the name of the-

Speaker speaker_1: Because actually for med- medical, medical, medical, medical benefit.

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

Speaker speaker_1: Uh, ETC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9218.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Moses Wamene.

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

Speaker speaker_1: 11/14/1979, 159 Hampton Avenue, Massachusetts, New York, 11-050.

Speaker speaker_0: Okay, phone number 470-388-8862?

Speaker speaker_1: 888-62. Yes, ma'am.

Speaker speaker_0: And then email address is going to be firstandlastname@Yahoo.com?

Speaker speaker_1: Firstnamelastnam@Yahoo.com, yes.

Speaker speaker_0: Okay. So, the plan that you have for medical is a combination of your preventative and non-preventative care. Um, you should have two separate ID cards.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you have both of those ID cards?

Speaker speaker_1: Yes, I got, I got the one. Is, uh, for Carrington. It's a Carrington.

Speaker speaker_0: That's your dental ID card.

Speaker speaker_1: That's dental card, yeah. And then I got o- I got a APL, right?

Speaker speaker_0: So, okay. Neither one of those... Well, one of them might be for medical, but what I'm saying is, is you have two different ID cards for medical itself. Um, one of them-

Speaker speaker_1: Yes, yes. I got, I got, I got... Sorry, ma'am. Sorry.

Speaker speaker_0: One of the, uh, the preventative medical ID card is going to have 90 Degree Benefits and Elixir on it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The non-preventative ID card is with APL.

Speaker speaker_1: Yes. So which one, which one are to, to, to, to, to use for, for, for see the provider, the stuff and stuff like that?

Speaker speaker_0: So again, your preventative ID card will have 90 Degree Benefits and Elixir on it.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: That is the one that you would use.

Speaker speaker_1: Oh, okay. That's, that's I can use. Oh, okay, okay, okay. Okay, gotcha. Okay.

Speaker speaker_0: Do you have that ID card or do you need me to send that to you?

Speaker speaker_1: Yes. Yes, I got it. I got it. Uh, it's like 90 degree ETC. Yeah, I got it. It's 90 degree. But how about the vision also, right? I can't use for the vision also?

Speaker speaker_0: So, that ID card that has 90 Degree Benefits and Elixir on it is just for your preventative medical. You should have a separate ID card for vision.

Speaker speaker_1: Okay, okay, okay. Oh, listen, let me tell you something, because that, uh, in one ID card, they put, um, like for, for, for so many thing in it. Okay, I see a 90 degrees. Okay. Okay. So, I, I, I see it provided for medical benefits. Okay, yeah. So, so can you, can you send me, uh, some provider in my area?

Speaker speaker_0: I don't have the ability to do that. Um, we're just your-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... benefits administrators, so we just administer the policies. Now, if you're looking for a provider that's in your network, you can either go onto MultiPlan.com, or you can call MultiPlan and they can help you find a provider.

Speaker speaker_1: Okay, I see MultiPlan. Okay, I'm going to call MultiPlan, okay?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Yeah, thank you so much, ma'am.

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

Speaker speaker_1: Thanks. Okay. Thanks. Hello?

Speaker speaker_0: Yes, I'm still here.

Speaker speaker_1: Hello?

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: Yes, so about, about the vision. Uh, for, for vision, that's, uh, I can call MetLife for vision?

Speaker speaker_0: Yes, mm-hmm.

Speaker speaker_1: Okay, okay, okay, gotcha. All right. Thank you so much, ma'am.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, I'm fine. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.