

Transcript: VICTORIA

Taylor-6105213404233728-6166575199338496

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Miss Victoria. My name is Miss Hugley and I'm calling from Urgent Care Clinic. We have a mutual client that's here and I'm calling to verify benefits. Okay. And I'm sorry, what is your name? It's Cappuccino, like the coffee. Can you spell that for me? The last name. Mm-hmm. It's C-A-P-P-U-C-C-I-N-O. And you did say your name was Victoria? Yes. And what urgent, what's the name of the urgent care you're with? It's Auburn Urgent Care. U-R-G-E-N-T C-A-R-E. You said Auburn Urgent Care? Urgent. U-R-G-E-N C-A-R-E. I'm sorry. Can you repeat that one more time? It's U-R-G-E-N, urgen care. Okay. Do you have the last four of the patient's social? Hm. It's 8562. And their first and last name? David Roman. Okay. Um, would you be able to verify their date of birth and address as well? The date of birth I can. It's 08/05/03. Address. 607 Zero Hall. Okay. Give me one second. I actually have- And the address is... The address is 607 Zero Hall Road. Okay. I have two different files from them, or for them. The one that has active coverage. Okay, so you went through the name of a different employer. And it looks like one, two, three... Uh, it looks like third. Okay. It's third. Yes. Yes, so I do see that they're enrolled into the MEC TeleRx plan and it is currently active. That, uh, plan is with- Well, what's the, what's the, what's the effective date? December 2nd of '24. Okay. And are they in network with us? I have no idea. We're just their administrators. The name of the network is MultiPlan. And do you access... Do you know if there's a co-pay for urgent care or not? Uh, the plan that they have, um, the only type of coverage they have for urgent care would be virtual. Um, but this is a preventive medical plan. So I don't believe that there is coverage for urgent care other than their virtual appointments. Okay. Okay. Thank you so much. You're welcome. You have a wonderful day. Likewise. Bye-bye. Thank you. 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: Hi, Miss Victoria. My name is Miss Hugley and I'm calling from Urgent Care Clinic. We have a mutual client that's here and I'm calling to verify benefits.

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

Speaker speaker_1: It's Cappuccino, like the coffee.

Speaker speaker_0: Can you spell that for me? The last name.

Speaker speaker_1: Mm-hmm. It's C-A-P-P-U-C-C-I-N-O. And you did say your name was Victoria?

Speaker speaker_0: Yes. And what urgent, what's the name of the urgent care you're with?

Speaker speaker_1: It's Auburn Urgent Care. U-R-G-E-N-T C-A-R-E.

Speaker speaker_0: You said Auburn Urgent Care?

Speaker speaker_1: Urgent. U-R-G-E-N C-A-R-E.

Speaker speaker_0: I'm sorry. Can you repeat that one more time?

Speaker speaker_1: It's U-R-G-E-N, urgen care.

Speaker speaker_0: Okay. Do you have the last four of the patient's social?

Speaker speaker_1: Hm. It's 8562.

Speaker speaker_0: And their first and last name?

Speaker speaker_1: David Roman.

Speaker speaker_0: Okay. Um, would you be able to verify their date of birth and address as well?

Speaker speaker_1: The date of birth I can. It's 08/05/03.

Speaker speaker_2: Address. 607 Zero Hall.

Speaker speaker_0: Okay. Give me one second. I actually have-

Speaker speaker_1: And the address is... The address is 607 Zero Hall Road.

Speaker speaker_0: Okay. I have two different files from them, or for them. The one that has active coverage. Okay, so you went through the name of a different employer.

Speaker speaker_1: And it looks like one, two, three... Uh, it looks like third.

Speaker speaker_0: Okay.

Speaker speaker_1: It's third.

Speaker speaker_0: Yes. Yes, so I do see that they're enrolled into the MEC TeleRx plan and it is currently active. That, uh, plan is with-

Speaker speaker_1: Well, what's the, what's the, what's the effective date?

Speaker speaker_0: December 2nd of '24.

Speaker speaker_1: Okay. And are they in network with us?

Speaker speaker_0: I have no idea. We're just their administrators. The name of the network is MultiPlan.

Speaker speaker_1: And do you access... Do you know if there's a co-pay for urgent care or not?

Speaker speaker_0: Uh, the plan that they have, um, the only type of coverage they have for urgent care would be virtual. Um, but this is a preventive medical plan. So I don't believe that there is coverage for urgent care other than their virtual appointments.

Speaker speaker_1: Okay. Okay. Thank you so much.

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

Speaker speaker_1: Likewise. Bye-bye.

Speaker speaker_0: Thank you. Bye.