

Transcript: VICTORIA

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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. Can you wait a second, please? Sure. Ma'am, hi. Um, I just need to know, uh, what kind of insurance do I have with you guys? Okay. What's the name of the agency you work for? VT Personal. And the last four of your social? 3131. Okay. And your first and last name? Marisol Zuniga. Do you mind verifying your address and date of birth? 508 H, aisle 9, number 537, Austin, Texas 78753. And date of birth is 08/02/1991. Okay. Uh, phone number 512-774-2840? Yes, ma'am. And then email is gonna be A-L-I-C-I... C-I-A-Z-U-n-i-g-a16@yahoo.com? Yes, ma'am. Okay. Um, so it looks like, uh, you're enrolled into a couple different things. Are you just wondering about medical, or? Medical and dental, 'cause I just wanna find out what type of insurance and where can I go to get, you know, healthcare. Okay. So for your medical, um, you have two different medical plans. The preventative medical plan is with 90 Degree Benefits. Your hospital indemnity plan is with American Public Life. They're both within the MultiPlan network, so you would need to find a provider that's in the MultiPlan network. You can either go onto multiplan.com, or you can call them and they can help you find a provider. Um, dental is through, uh, American Public Life as the insurance company. And the, uh, network is Carrington. Hold on one second. You said American Public Life? Yes. That's the name of the insurance carrier. And what is the network you said? For dental, it's gonna be Carrington network. Carrington. Carrington. Okay. And then you said for... Sorry, I'm just typing that as you go. You said for, uh, medical, it's a multi-plan network, and what is the name of that? Of the, uh, the coverage plan or health plan? So, you have two different medical plans. Your hospital indemnity plan is through American Public Life. And the preventative medical is through 90 Degree Benefits. Do you not have your ID cards? No. Okay. Um, I can look up copies of your ID cards and send them to your email. Okay. And then I can also send instructions on how to find providers. Okay. I am now currently in CareNow Urgent Care, and I just need to be seen. Okay. I personally wouldn't be able to tell you if they're in network or not, just because we're your benefits administrators. So, um, what I can do is, like I said, look up your ID cards and then send you instructions on how to find out if the provider's in network or not. Okay. So you have the ID numbers for these? All of that information will be on the ID cards, which I'm looking up for you right now. Okay. Give me just a few seconds. I'm gonna look those up and I'll be right back. Thank you, Victoria. All righty. Thank you so much for holding. So I just sent that to your email. Uh, can you check and make sure you got it? Oh, let me see. I think I did. I got it. I have it. Thank you so much. You're welcome. Did you need help with anything else? No, ma'am. Thank you. You're welcome. Have a good one. 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. Can you wait a second, please?

Speaker speaker_1: Sure.

Speaker speaker_3: Ma'am, hi.

Speaker speaker_2: Um, I just need to know, uh, what kind of insurance do I have with you guys?

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: VT Personal.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 3131.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Marisol Zuniga.

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

Speaker speaker_2: 508 H, aisle 9, number 537, Austin, Texas 78753. And date of birth is 08/02/1991.

Speaker speaker_1: Okay. Uh, phone number 512-774-2840?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be A-L-I-C-I...
C-I-A-Z-U-n-i-g-a16@yahoo.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, so it looks like, uh, you're enrolled into a couple different things. Are you just wondering about medical, or?

Speaker speaker_2: Medical and dental, 'cause I just wanna find out what type of insurance and where can I go to get, you know, healthcare.

Speaker speaker_1: Okay. So for your medical, um, you have two different medical plans. The preventative medical plan is with 90 Degree Benefits. Your hospital indemnity plan is with American Public Life. They're both within the MultiPlan network, so you would need to find a provider that's in the MultiPlan network. You can either go onto multiplan.com, or you can call them and they can help you find a provider. Um, dental is through, uh, American Public Life as the insurance company. And the, uh, network is Carrington.

Speaker speaker_2: Hold on one second. You said American Public Life?

Speaker speaker_1: Yes. That's the name of the insurance carrier.

Speaker speaker_2: And what is the network you said?

Speaker speaker_1: For dental, it's gonna be Carrington network.

Speaker speaker_2: Carrington. Carrington. Okay. And then you said for... Sorry, I'm just typing that as you go. You said for, uh, medical, it's a multi-plan network, and what is the name of that? Of the, uh, the coverage plan or health plan?

Speaker speaker_1: So, you have two different medical plans. Your hospital indemnity plan is through American Public Life. And the preventative medical is through 90 Degree Benefits. Do you not have your ID cards?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, I can look up copies of your ID cards and send them to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: And then I can also send instructions on how to find providers.

Speaker speaker_2: Okay. I am now currently in CareNow Urgent Care, and I just need to be seen.

Speaker speaker_1: Okay. I personally wouldn't be able to tell you if they're in network or not, just because we're your benefits administrators. So, um, what I can do is, like I said, look up your ID cards and then send you instructions on how to find out if the provider's in network or not.

Speaker speaker_2: Okay. So you have the ID numbers for these?

Speaker speaker_1: All of that information will be on the ID cards, which I'm looking up for you right now.

Speaker speaker_2: Okay.

Speaker speaker_1: Give me just a few seconds. I'm gonna look those up and I'll be right back.

Speaker speaker_2: Thank you, Victoria.

Speaker speaker_4: All righty. Thank you so much for holding. So I just sent that to your email. Uh, can you check and make sure you got it?

Speaker speaker_5: Oh, let me see. I think I did. I got it. I have it. Thank you so much.

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

Speaker speaker_5: No, ma'am. Thank you.

Speaker speaker_4: You're welcome.

Speaker speaker_5: Have a good one. Bye-bye.