

Transcript: VICTORIA

Taylor-6607422975426560-5090443210833920

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, I'm just trying to figure out if a doctor's out of network what you guys actually cover? Okay. Um, I'll have to pull up your f- your file and see what you're enrolled into. I, I think it depends on the plan you have. Some of them you have to stay in that work. Um, what's the name of the agency you work for? Uh, Creative Circle. And the last four of your Social? 0900. Okay. And your first and last name? Holly Wynn. All righty. Do you mind verifying your address and date of birth? Sure. 11/02/85 and the address is 1079 Millwood Avenue, Middleton, Idaho 83644. And then phone number 949-910-0603? Yes, ma'am. And then email is wynn.hc@gmail? Yes, correct. Okay. So, are you asking specifically about medical? Yeah, specifically about medical. I've already figured out the dental but I wanted to make a, an appointment with my current doctor and, um, I just recent- recently got the Benefits in the Card so I'm... I know that, that she's out of network. I just... and I prefer not to switch but I also wanted to know it's not gonna cost like an arm and a leg if I go in for an appointment and, you know, get some things checked out. So, it looks like for what you're enrolled into, the MEC TeleRx you do have to stay in network. So, if you go out of network nothing would be covered. Okay, that's good to know. Yeah. Um, okay. Well, thank you so much. I appreciate it. You're welcome. You have a wonderful day. All right. You too. 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: Yeah, I'm just trying to figure out if a doctor's out of network what you guys actually cover?

Speaker speaker_0: Okay. Um, I'll have to pull up your f- your file and see what you're enrolled into. I, I think it depends on the plan you have. Some of them you have to stay in that work. Um, what's the name of the agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0900.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Holly Wynn.

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

Speaker speaker_1: Sure. 11/02/85 and the address is 1079 Millwood Avenue, Middleton, Idaho 83644.

Speaker speaker_0: And then phone number 949-910-0603?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is wynn.hc@gmail?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. So, are you asking specifically about medical?

Speaker speaker_1: Yeah, specifically about medical. I've already figured out the dental but I wanted to make a, an appointment with my current doctor and, um, I just recent- recently got the Benefits in the Card so I'm... I know that, that she's out of network. I just... and I prefer not to switch but I also wanted to know it's not gonna cost like an arm and a leg if I go in for an appointment and, you know, get some things checked out.

Speaker speaker_0: So, it looks like for what you're enrolled into, the MEC TeleRx you do have to stay in network. So, if you go out of network nothing would be covered.

Speaker speaker_1: Okay, that's good to know.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, okay. Well, thank you so much. I appreciate it.

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

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Bye-bye.