

Transcript: VICTORIA

Taylor-6672127366447104-5112911799435264

Full Transcript

... I don't know what the hell I'm supposed to do. Let's get that This is Benefits and a Card, this is Victoria. How can I help you? Hi, Victoria. This is Nakisha Johnson, Robert Johnson's wife. We spoke the other day regarding the insurance. Okay. Um, I have you on speaker. He's sitting here, he can hear you, so let's you know it's okay to speak with me. Okay. Um, Mr. Robert, what's the name of your employer? Um, Smith Distribution. Is that the name of the, uh, staffing agency? I'm sorry. Oh, no. The staffing agency is, um, Time Staff. Time Staff. Okay. Let me pull up your file. And the last four of your Social? 9889. Okay. And then, if you'll just verify your address and date of birth. 28918 Avondale East in Michigan. Date of birth is 08/30/64. Okay, perfect. And then phone number 734-489-2711? Yes. Okay. And how can I help you guys? I'm extra confused now, because I thought this was the benefits department for Time Staffing. You aren't Time Staffing at all, correct? No, ma'am. This is Benefits and a Card, so we administer the medical insurance that they offer. That Time Staffing offers? Yes, ma'am. Okay. I am trying to select a plan through the numbers that I called and they're asking me for the name of the insurance, the type of insurance that he has. And I'm not clear on what that is because we don't have an email, um, card nor do we have a physical card. Okay. Um, let me see. I can look up the ID cards and see if they're available. I can send them to you guys if you want. I would appreciate that. Okay. Got the ID cards downloaded now, and I'm gonna go ahead and s- I have two different addresses. I believe I have his email and your email, so I'm gonna send it to you both. Oh, good. Thank you. You're welcome. Okay, so it's still sending. Okay, looks like it just sent, so you should get that here in a few seconds. Okay. Do you know what is... 'Cause all of these... Well, I don't know if these are different names of the insurance that's, that are in this book, 'cause he gave me a book. But I'm trying to find-What is accepted here in Michigan, but I'm driving all the way out there for work. I need to make sure that the insurance carries over here in Michigan. Do you know if there's a difference? Not that I'm aware of. Uh, have you called MultiPlan? Uh, I don't know what MultiPlan is. So MultiPlan is the name of the network for medical. So in order to find an in-network provider, you'll either have to call MultiPlan and they can help you find a provider over the phone or you can go onto their, uh, website and they can- Okay. Yeah, that's the one. That's the one. I went on the website and she was asking me for the ID number off of the card and the name of the insurance. And I said... I, I told her I didn't have any of that information. Okay. Yeah, so the ID cards that I sh- just sent to you guys' email should have all of that on there. Okay. All right. Gotta go from there. So- Yeah. I've just never heard of the website asking for that information. I guess because she was trying to see if she could help me to locate a doctor that would accept the insurance, but I had no insurance information. So when you say she, was it a chat that you were t- talking to somebody on or did you actually go onto the website? I went onto the website and I got a phone number to call. Okay. Yeah. So in the s- I, I... That I'm not

familiar with. So the webs- the information I've just sent to you, there's gonna be a website link that you can go onto or a phone number that you can call. Now, I don't know if the phone number they have listed on that website is different than what we have listed in the email. Okay. Um, but the phone number I have for them is 800-457-1403. Either way, if they do ask you for that information, I just sent both of the medical ID cards to you guys, so you should have it. Okay. In this book, are these... 'Cause like... Just for an example, on the front of this book, it says, "Hamilton, Riker, um, Time Staffing Priority Personnel." These are the companies you all insure to? Yes, those are the staffing agencies. The staffing agencies. Now, in this book, are these the different names of the types of insurance offered? That... I have Virtual Primary Care and StayHealthy Med and... Yes. So the StayHealthy MEC TeleRx, VIP Standard, VIP Classic, StayHealthy MEC Enhance, those are the names of the different medical plans we offer. Okay. Okay. Mm-hmm. And then MultiPlan, will, will they help me select which one is best or they're just only gonna help me to find a doctor here that will accept whatever we pick? So MultiPlan is the name of the network for our medical plans. They can only help you find a provider or verify if your provider is in the network, 'cause that's the network. Now, if you guys need to make changes to the enrollment, then you would speak to us. We administer the plans, so we can make changes to the enrollment. Okay. Mm-hmm. Okay. I think I understand. All right. All right. Well, thank you for your time. Yes, ma'am. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... I don't know what the hell I'm supposed to do. Let's get that

Speaker speaker_1: This is Benefits and a Card, this is Victoria. How can I help you?

Speaker speaker_0: Hi, Victoria. This is Nakisha Johnson, Robert Johnson's wife. We spoke the other day regarding the insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, I have you on speaker. He's sitting here, he can hear you, so let's you know it's okay to speak with me.

Speaker speaker_1: Okay. Um, Mr. Robert, what's the name of your employer?

Speaker speaker_2: Um, Smith Distribution.

Speaker speaker_1: Is that the name of the, uh, staffing agency? I'm sorry.

Speaker speaker_2: Oh, no. The staffing agency is, um, Time Staff.

Speaker speaker_1: Time Staff. Okay. Let me pull up your file. And the last four of your Social?

Speaker speaker_2: 9889.

Speaker speaker_1: Okay. And then, if you'll just verify your address and date of birth.

Speaker speaker_2: 28918 Avondale East in Michigan. Date of birth is 08/30/64.

Speaker speaker_1: Okay, perfect. And then phone number 734-489-2711?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And how can I help you guys?

Speaker speaker_0: I'm extra confused now, because I thought this was the benefits department for Time Staffing. You aren't Time Staffing at all, correct?

Speaker speaker_1: No, ma'am. This is Benefits and a Card, so we administer the medical insurance that they offer.

Speaker speaker_0: That Time Staffing offers?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I am trying to select a plan through the numbers that I called and they're asking me for the name of the insurance, the type of insurance that he has. And I'm not clear on what that is because we don't have an email, um, card nor do we have a physical card.

Speaker speaker_1: Okay. Um, let me see. I can look up the ID cards and see if they're available. I can send them to you guys if you want.

Speaker speaker_0: I would appreciate that.

Speaker speaker_1: Okay. Got the ID cards downloaded now, and I'm gonna go ahead and send I have two different addresses. I believe I have his email and your email, so I'm gonna send it to you both.

Speaker speaker_0: Oh, good. Thank you.

Speaker speaker_1: You're welcome. Okay, so it's still sending. Okay, looks like it just sent, so you should get that here in a few seconds.

Speaker speaker_0: Okay. Do you know what is... 'Cause all of these... Well, I don't know if these are different names of the insurance that's, that are in this book, 'cause he gave me a book. But I'm trying to find-What is accepted here in Michigan, but I'm driving all the way out there for work. I need to make sure that the insurance carries over here in Michigan. Do you know if there's a difference?

Speaker speaker_1: Not that I'm aware of. Uh, have you called MultiPlan?

Speaker speaker_0: Uh, I don't know what MultiPlan is.

Speaker speaker_1: So MultiPlan is the name of the network for medical. So in order to find an in-network provider, you'll either have to call MultiPlan and they can help you find a provider over the phone or you can go onto their, uh, website and they can-

Speaker speaker_0: Okay. Yeah, that's the one. That's the one. I went on the website and she was asking me for the ID number off of the card and the name of the insurance. And I said... I,

I told her I didn't have any of that information.

Speaker speaker_1: Okay. Yeah, so the ID cards that I sh- just sent to you guys' email should have all of that on there.

Speaker speaker_0: Okay. All right. Gotta go from there. So-

Speaker speaker_1: Yeah. I've just never heard of the website asking for that information.

Speaker speaker_0: I guess because she was trying to see if she could help me to locate a doctor that would accept the insurance, but I had no insurance information.

Speaker speaker_1: So when you say she, was it a chat that you were t- talking to somebody on or did you actually go onto the website?

Speaker speaker_0: I went onto the website and I got a phone number to call.

Speaker speaker_1: Okay. Yeah. So in the s- I, I... That I'm not familiar with. So the webs- the information I've just sent to you, there's gonna be a website link that you can go onto or a phone number that you can call. Now, I don't know if the phone number they have listed on that website is different than what we have listed in the email.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, but the phone number I have for them is 800-457-1403. Either way, if they do ask you for that information, I just sent both of the medical ID cards to you guys, so you should have it.

Speaker speaker_0: Okay. In this book, are these... 'Cause like... Just for an example, on the front of this book, it says, "Hamilton, Riker, um, Time Staffing Priority Personnel." These are the companies you all insure to?

Speaker speaker_1: Yes, those are the staffing agencies.

Speaker speaker_0: The staffing agencies. Now, in this book, are these the different names of the types of insurance offered? That... I have Virtual Primary Care and StayHealthy Med and...

Speaker speaker_1: Yes. So the StayHealthy MEC TeleRx, VIP Standard, VIP Classic, StayHealthy MEC Enhance, those are the names of the different medical plans we offer.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then MultiPlan, will, will they help me select which one is best or they're just only gonna help me to find a doctor here that will accept whatever we pick?

Speaker speaker_1: So MultiPlan is the name of the network for our medical plans. They can only help you find a provider or verify if your provider is in the network, 'cause that's the network. Now, if you guys need to make changes to the enrollment, then you would speak to us. We administer the plans, so we can make changes to the enrollment.

Speaker speaker_0: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. I think I understand.

Speaker speaker_1: All righty.

Speaker speaker_0: All right. Well, thank you for your time.

Speaker speaker_1: Yes, ma'am. Have a good day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Bye-bye.