

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hey, I was just wondering how the benefits and the member portal work. Okay. The member portal, uh... which... what website are you going to where you're seeing this member portal? It is... let's see... um, VirtualCare.BenefitsandACard. Okay. So yeah, that... that's for the virtual care benefits. That's to be able to set up any sort of virtual care visits, like Teledoc-type services. Uh, but that's pretty much all that portal's for. Okay. I'm just wondering, like, uh, what kind of stuff would I need co-pays for and, like, what is included? Uh, what staffing company do you work with? Crown. Crown. All right, let me look at their benefits for a moment. What kind of stuff is it? Oh, okay. I have a behavioral health add-on, so I'm wondering about that specifically. Okay. One moment. So, the, uh... the virtual care s- uh, services, um... let's see here. All right. So, depending on what you've enrolled into, um, if you've selected, um... if you selected just any medical plan, you have the virtual urgent care, which is good for, um... which is good for things like if you need a quick diagnosis for, like, a cold and flu symptom, allergies, sinus problems, things like that. Um, then there's a virtual primary care service that's separate, um, which would have... w- which is a little bit more than just the, uh... than just, like, the urgent care services. You can use them as, like, your primary doctor as well, um, to be able to have those visits. Um, far as any sorts of... one moment. As far as any sorts of co-pays or anything like that, I'm not s- do- seeing anything where there is any sort of co-pay. You would just set up the appointment on the... on the, uh... on the portal, and then you would be contacted by a physician for your appointment. Okay, so on, like, the... like, for example, the urgent care, would I be, like, charged for the appointment? No, so... so... so, I... again, I'm not seeing anything where it says there's any sort of co-pay or any sort of... a-anything like that. The... it's just you- y- you would just set up your appointment, and then you would be contacted by a physician when, uh... for your, like... for your appointment. But as far as anything like co-pays or anything like that, no. Okay. So, like, if I were to get a bill in the mail, it would just depend on, like, who they've put me in touch with? Most, most likely. Okay. And then the behavioral was pulling up on my end saying that it's free 24/7. Is that, like... like, totally free? Like, what are the limitations? Oh, one moment. I'm just double-checking. Yeah, exactly. So, um, yeah, you have... you have 24/7 access to, uh, to counselors and therapists for any reasons. Uh, things like substance abuse, depression, parenting issues, stress and anxiety. Uh, a- any, anything that you feel like you may need to talk with a therapist or a counselor for, um, you have that option. Um, but yeah. No, there is no co-pay, no fee, no nothing like that. Okay, awesome. And I can just talk to whoever and it was just going to, like... uh, like, a random provider every time? Uh, no. So you would, um... with this one, uh, it would... you would always be followed up with your original counselor. Um, the only time you would change counselors is if you request that. Oh, okay. So it would actually be, like, a

signed account where I get to do, like, legitimate therapy and it wouldn't cost anything? Correct. It's, um... other, other than just the r- the... other than just the, the actual insurance premiums, there's no co-pay or no fee. Okay, awesome. Um, when I talked to them on the phone, because they directed me to them earlier, they were saying it depends on my plan. Like, some people only get, like, five free visits. Can you know if I would have any limitations? I see no limitations for the virtual... for the virtual behavioral health counseling. Okay. Thanks so much. No problem. Anything else? No, that'd be it. All right. Thank you again for calling and have a good day. Thank you. You, too. Okay, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, I was just wondering how the benefits and the member portal work.

Speaker speaker_0: Okay. The member portal, uh... which... what website are you going to where you're seeing this member portal?

Speaker speaker_1: It is... let's see... um, VirtualCare.BenefitsandACard.

Speaker speaker_0: Okay. So yeah, that... that's for the virtual care benefits. That's to be able to set up any sort of virtual care visits, like Teledoc-type services. Uh, but that's pretty much all that portal's for.

Speaker speaker_1: Okay. I'm just wondering, like, uh, what kind of stuff would I need co-pays for and, like, what is included?

Speaker speaker_0: Uh, what staffing company do you work with?

Speaker speaker_1: Crown.

Speaker speaker_0: Crown. All right, let me look at their benefits for a moment.

Speaker speaker_1: What kind of stuff is it? Oh, okay. I have a behavioral health add-on, so I'm wondering about that specifically.

Speaker speaker_0: Okay. One moment. So, the, uh... the virtual care s- uh, services, um... let's see here. All right. So, depending on what you've enrolled into, um, if you've selected, um... if you selected just any medical plan, you have the virtual urgent care, which is good for, um... which is good for things like if you need a quick diagnosis for, like, a cold and flu symptom, allergies, sinus problems, things like that. Um, then there's a virtual primary care service that's separate, um, which would have... w- which is a little bit more than just the, uh... than just, like, the urgent care services. You can use them as, like, your primary doctor as well, um, to be able to have those visits. Um, far as any sorts of... one moment. As far as any sorts of co-pays or anything like that, I'm not s- do- seeing anything where there is any sort of co-pay. You would just set up the appointment on the... on the, uh... on the portal, and then you would be contacted by a physician for your appointment.

Speaker speaker_1: Okay, so on, like, the... like, for example, the urgent care, would I be, like, charged for the appointment?

Speaker speaker_0: No, so... so... so, I... again, I'm not seeing anything where it says there's any sort of co-pay or any sort of... a-anything like that. The... it's just you- y- you would just set up your appointment, and then you would be contacted by a physician when, uh... for your, like... for your appointment. But as far as any- anything like co-pays or anything like that, no.

Speaker speaker_1: Okay. So, like, if I were to get a bill in the mail, it would just depend on, like, who they've put me in touch with?

Speaker speaker_0: Most, most likely.

Speaker speaker_1: Okay. And then the behavioral was pulling up on my end saying that it's free 24/7. Is that, like... like, totally free? Like, what are the limitations?

Speaker speaker_0: Oh, one moment. I'm just double-checking. Yeah, exactly. So, um, yeah, you have... you have 24/7 access to, uh, to counselors and therapists for any reasons. Uh, things like substance abuse, depression, parenting issues, stress and anxiety. Uh, a- any, anything that you feel like you may need to talk with a therapist or a counselor for, um, you have that option. Um, but yeah. No, there is no co-pay, no fee, no nothing like that.

Speaker speaker_1: Okay, awesome. And I can just talk to whoever and it was just going to, like... uh, like, a random provider every time?

Speaker speaker_0: Uh, no. So you would, um... with this one, uh, it would... you would always be followed up with your original counselor. Um, the only time you would change counselors is if you request that.

Speaker speaker_1: Oh, okay. So it would actually be, like, a signed account where I get to do, like, legitimate therapy and it wouldn't cost anything?

Speaker speaker_0: Correct. It's, um... other, other than just the r- the... other than just the, the actual insurance premiums, there's no co-pay or no fee.

Speaker speaker_1: Okay, awesome. Um, when I talked to them on the phone, because they directed me to them earlier, they were saying it depends on my plan. Like, some people only get, like, five free visits. Can you know if I would have any limitations?

Speaker speaker_0: I see no limitations for the virtual... for the virtual behavioral health counseling.

Speaker speaker_1: Okay. Thanks so much.

Speaker speaker_0: No problem. Anything else?

Speaker speaker_1: No, that'd be it.

Speaker speaker_0: All right. Thank you again for calling and have a good day.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Okay, bye.