

## **Transcript: Chris Sofield (deactivated)-5525295949889536-5755947639062528**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey. How you doing today? I'm doing all right, sir. And yourself? I'm good. I'm good. Well, my name is Noah Hatcher, and today from my staffing agency, I received a card in the mail saying that I had medical benefits or pharmacy benefits, but I don't know, like, what exactly that is. Okay. Um, what staffing company do you work with? Could you repeat... Oh, Wagner Staffing? Wagner. And the last four of your Social? 5662. Thank you, Mr. Hatcher. Could you verify your address and your date of birth for me? 775 Boulevard, Macon, Georgia, 31211, and my birthday is September 27th, 1997. Thank you. And a phone number showing up as 478-262-4532. Is that correct? Yes, sir. All right. Okay, so this is... So what happened is that Wagner Staffing, they automatically enroll all of their new hires into a health insurance plan known as the MEC Plan. This plan covers preventive care services such as physicals, vaccines, and cancer screenings. Um, but, uh, the reason that you got enrolled into this is because, again, it's their policy to automatically enroll all new hires into it unless you had called us to state that you didn't want the insurance policy. Seeing as there was never a contact, you were enrolled into that. Okay, so what exactly do I get with that? Uh, you have coverage for preventative care services such as physicals, vaccines, and cancer screenings. Physicals, vaccines and cancer screenings? Yep. So that has nothing to do with dental, correct? No, sir. Okay, cool. That's all I wanted to know. So like... Oh, okay. So that covers, like, if I go get a physical checked out, they would cover that? Correct. If you go to a... If you go to a provider in-network, um, which a- your ID card should have, uh, information on how to locate participating providers. But if you go to a provider- Mm-hmm. ... in-network for a physical or any other sort of preventative care service, then it's, um, they cover it 100%. There's no out-of-pocket cost to you. Oh. Oh, that's cool. That's cool. I'ma have to look more into that and see what all comes with that also, or what w- providers actually take the card. All right. Well- So, yeah, that's all I had a question about though. No, that was it. All right. Thanks again for calling and have a wonderful day. Thank you so much. You too. You're welcome. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey. How you doing today?

Speaker speaker\_1: I'm doing all right, sir. And yourself?

Speaker speaker\_2: I'm good. I'm good. Well, my name is Noah Hatcher, and today from my staffing agency, I received a card in the mail saying that I had medical benefits or pharmacy benefits, but I don't know, like, what exactly that is.

Speaker speaker\_1: Okay. Um, what staffing company do you work with?

Speaker speaker\_2: Could you repeat... Oh, Wagner Staffing?

Speaker speaker\_1: Wagner. And the last four of your Social?

Speaker speaker\_2: 5662.

Speaker speaker\_1: Thank you, Mr. Hatcher. Could you verify your address and your date of birth for me?

Speaker speaker\_2: 775 Boulevard, Macon, Georgia, 31211, and my birthday is September 27th, 1997.

Speaker speaker\_1: Thank you. And a phone number showing up as 478-262-4532. Is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Okay, so this is... So what happened is that Wagner Staffing, they automatically enroll all of their new hires into a health insurance plan known as the MEC Plan. This plan covers preventive care services such as physicals, vaccines, and cancer screenings. Um, but, uh, the reason that you got enrolled into this is because, again, it's their policy to automatically enroll all new hires into it unless you had called us to state that you didn't want the insurance policy. Seeing as there was never a contact, you were enrolled into that.

Speaker speaker\_2: Okay, so what exactly do I get with that?

Speaker speaker\_1: Uh, you have coverage for preventative care services such as physicals, vaccines, and cancer screenings.

Speaker speaker\_2: Physicals, vaccines and cancer screenings?

Speaker speaker\_1: Yep.

Speaker speaker\_2: So that has nothing to do with dental, correct?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Okay, cool. That's all I wanted to know. So like... Oh, okay. So that covers, like, if I go get a physical checked out, they would cover that?

Speaker speaker\_1: Correct. If you go to a... If you go to a provider in-network, um, which a-your ID card should have, uh, information on how to locate participating providers. But if you go to a provider-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... in-network for a physical or any other sort of preventative care service, then it's, um, they cover it 100%. There's no out-of-pocket cost to you.

Speaker speaker\_2: Oh. Oh, that's cool. That's cool. I'ma have to look more into that and see what all comes with that also, or what w- providers actually take the card.

Speaker speaker\_1: All right. Well-

Speaker speaker\_2: So, yeah, that's all I had a question about though. No, that was it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you so much. You too.

Speaker speaker\_1: You're welcome. Bye now.