

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist thee? Hi. Um, I know it was, um, it's the open enrollment period, and I think I did everything correctly online to re-enroll. But I just wanted to confirm if you could check my account, because I didn't get any sort of, like, notification that let me know that I had bil- that I had, um, re- re-signed up. Okay. Yeah. I can do that. Um, what staffing agency do you work for? Uh, Creative Circle. Okay. And then what is the last four of your Social? Uh, 5690. And your first and last name, please. Uh, Catherine Sanders. Okay. Okay. For security purposes, could you verify your address and date of birth? Sure. It's, uh, 1912 Fairmount Ave. 3F, Philadelphia, PA 19130 and 102782. Okay. Thank you. I have 921-6161 as your phone number. Yep. I have your last name period first name @gmail.com. Is that up to date? Yep. Okay. Thank you. Okay, ma'am. So you have a pending enrollment for the MEC TeleRX. That's your preventative plan. Um, it does cover, like, a physical, some vaccines, some STD and cancer screenings. It's only for those preventative services. Um, did you wanna change it, add something? Today would be the last day to do so 'cause... Yeah. Today would be the last day to make any changes. Yeah. Um, no. I think that, that was the one I wanted to stick with. That's what I had last time as well. Um, I just wanted to be sure. What does the pending mean? Is there anything else I need to do on my end? No. So that just means you just have to wait for your staffing agency to start making that first deduction. Once you see the first one of the \$15.63, that following Monday of the first deduction is when your plan becomes effective. And then by that Thursday or Friday, you should be getting your card mailed to you. Oh, great. Okay. Perfect. Um, and can I ask, uh, I... And I, I talked to someone initially when I signed up in, like, September or whatever it was, but I'm kind of not totally clear on what... Like, what I would need. Oh, um, I'm sorry. With what I just told you earlier. So your coverage, it looks like it rolled over. So your coverage is currently pending. I mean, not currently pending. It's currently active. Oh, great. Okay. Mm-hmm. Okay. Great. Perfect. Um, yeah. When I signed up before, I talked to someone about, like, the, like, add-ons of like, you know, Ensure Plus and stuff. And I couldn't really tell too much of what I would, like, get out of that plan. Mm-hmm. Um, excuse me. Uh, it seems like it's mostly just, like, related to kind of, like, hospital stays. Is that right? Correct. Oh, okay. So, well, your Ensure Plus, Ensure Plus Enhanced and Ensure Premier would be the, um, plans that would actually cover doctor's visits once you get sick, or hospital visits if you get injured, urgent care, emergency room and even some surgeries. But it only pays a flat fee towards those services. So I'm looking at the guide right now and it says hospital emergency room. Let's say you get... Well, they all cover the same amount. Uh, it covers a flat fee of \$250. Um, so let's say your bill is what, like 500? They'll cover 250 and then you would be responsible for the other 250. Oh, gotcha. Okay. Okay. Um, okay. Mm-hmm. Yeah. I think I'll just stay with what I have right now. Okay. That's fine. Um, so yeah. It is currently active. Do

you have your card by any chance? Um, I do actually. Oh, okay. Yeah. So y- you can use it 'cause your plans are effective. Oh, great. Okay. Looks like it just rolled over. Mm-hmm. Great. Okay. Well, thanks so much. You're welcome. Have a nice day. Thanks. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist thee?

Speaker speaker_1: Hi. Um, I know it was, um, it's the open enrollment period, and I think I did everything correctly online to re-enroll. But I just wanted to confirm if you could check my account, because I didn't get any sort of, like, notification that let me know that I had bil- that I had, um, re- re-signed up.

Speaker speaker_0: Okay. Yeah. I can do that. Um, what staffing agency do you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: Okay. And then what is the last four of your Social?

Speaker speaker_1: Uh, 5690.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Uh, Catherine Sanders.

Speaker speaker_0: Okay. Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Sure. It's, uh, 1912 Fairmount Ave. 3F, Philadelphia, PA 19130 and 102782.

Speaker speaker_0: Okay. Thank you. I have 921-6161 as your phone number.

Speaker speaker_1: Yep.

Speaker speaker_0: I have your last name period first name @gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Thank you. Okay, ma'am. So you have a pending enrollment for the MEC TeleRX. That's your preventative plan. Um, it does cover, like, a physical, some vaccines, some STD and cancer screenings. It's only for those preventative services. Um, did you wanna change it, add something? Today would be the last day to do so 'cause... Yeah. Today would be the last day to make any changes.

Speaker speaker_1: Yeah. Um, no. I think that, that was the one I wanted to stick with. That's what I had last time as well. Um, I just wanted to be sure. What does the pending mean? Is there anything else I need to do on my end?

Speaker speaker_0: No. So that just means you just have to wait for your staffing agency to start making that first deduction. Once you see the first one of the \$15.63, that following Monday of the first deduction is when your plan becomes effective. And then by that Thursday or Friday, you should be getting your card mailed to you.

Speaker speaker_1: Oh, great. Okay. Perfect. Um, and can I ask, uh, I... And I, I talked to someone initially when I signed up in, like, September or whatever it was, but I'm kind of not totally clear on what... Like, what I would need.

Speaker speaker_0: Oh, um, I'm sorry. With what I just told you earlier. So your coverage, it looks like it rolled over. So your coverage is currently pending. I mean, not currently pending. It's currently active.

Speaker speaker_1: Oh, great. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Great. Perfect. Um, yeah. When I signed up before, I talked to someone about, like, the, like, add-ons of like, you know, Ensure Plus and stuff. And I couldn't really tell too much of what I would, like, get out of that plan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, excuse me. Uh, it seems like it's mostly just, like, related to kind of, like, hospital stays. Is that right?

Speaker speaker_0: Correct.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So, well, your Ensure Plus, Ensure Plus Enhanced and Ensure Premier would be the, um, plans that would actually cover doctor's visits once you get sick, or hospital visits if you get injured, urgent care, emergency room and even some surgeries. But it only pays a flat fee towards those services. So I'm looking at the guide right now and it says hospital emergency room. Let's say you get... Well, they all cover the same amount. Uh, it covers a flat fee of \$250. Um, so let's say your bill is what, like 500? They'll cover 250 and then you would be responsible for the other 250.

Speaker speaker_1: Oh, gotcha. Okay. Okay. Um, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. I think I'll just stay with what I have right now.

Speaker speaker_0: Okay. That's fine. Um, so yeah. It is currently active. Do you have your card by any chance?

Speaker speaker_1: Um, I do actually.

Speaker speaker_0: Oh, okay. Yeah. So y- you can use it 'cause your plans are effective.

Speaker speaker_1: Oh, great. Okay.

Speaker speaker_0: Looks like it just rolled over.

Speaker speaker_1: Mm-hmm. Great. Okay. Well, thanks so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thanks. You too. Bye-bye.