

Transcript: Francesca

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Full Transcript

Benefit Center call. My name is Francesca. How can I assist you today? Hey. Yes, I'm calling to see what all do my coverage cover? I'll have to take a look and see what your current policy is. What staffing company do you work with? Search Staffing. What are the last four of your social? 1604. And your last name? Fleming. To make sure I located the correct account, please verify your mailing address and date of birth. 311 South Mountain Street, Union, South Carolina 29379. 08211999. I will show the best phone number to reach you down as 375-8990. Yes, ma'am. Let me show your email down as F-A-L-T-E-R-R-I-K-H-I@icloud.com. That's the wrong email address. Did you want me to update it in our system? Yes, ma'am. What will be the correct email to have on file? F-L-A-T-E-R-R-I-K-H-A@icloud.com. All right. So it shows you're currently active on the ME/C TED Rx. Per search company policy about enrolling the new hires that is a medical preventative only plan, so will only cover preventative services such as your annual physical, your preventative screenings for blood pressure, iron deficiency, along with your preventative counselings for a healthy diet or avoiding UV exposures from the sun. Aside from that, it is gonna come with a virtual urgent care package and a free Rx membership for the prescriptions. The plan being preventative only, it will not cover hospital indemnity services, which are what they consider the hospital services of your doctor's visits, the emergency room, urgent care visits or surgeries will not be covered under the plan. And it does have a network requirement. Okay. Thank you. Of course. Was there anything else I can assist you with today, ma'am? Benefit card or a phone number for the network provider? No, ma'am. Understood. I hope you have a wonderful rest of your day and thank you for time today. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Benefit Center call. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey. Yes, I'm calling to see what all do my coverage cover?

Speaker speaker_0: I'll have to take a look and see what your current policy is. What staffing company do you work with?

Speaker speaker_1: Search Staffing.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 1604.

Speaker speaker_0: And your last name?

Speaker speaker_1: Fleming.

Speaker speaker_0: To make sure I located the correct account, please verify your mailing address and date of birth.

Speaker speaker_1: 311 South Mountain Street, Union, South Carolina 29379. 08211999.

Speaker speaker_0: I will show the best phone number to reach you down as 375-8990.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let me show your email down as F-A-L-T-E-R-R-I-K-H-I@icloud.com.

Speaker speaker_1: That's the wrong email address.

Speaker speaker_0: Did you want me to update it in our system?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: What will be the correct email to have on file?

Speaker speaker_1: F-L-A-T-E-R-R-I-K-H-A@icloud.com.

Speaker speaker_0: All right. So it shows you're currently active on the ME/C TED Rx. Per search company policy about enrolling the new hires that is a medical preventative only plan, so will only cover preventative services such as your annual physical, your preventative screenings for blood pressure, iron deficiency, along with your preventative counselings for a healthy diet or avoiding UV exposures from the sun. Aside from that, it is gonna come with a virtual urgent care package and a free Rx membership for the prescriptions. The plan being preventative only, it will not cover hospital indemnity services, which are what they consider the hospital services of your doctor's visits, the emergency room, urgent care visits or surgeries will not be covered under the plan. And it does have a network requirement.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Was there anything else I can assist you with today, ma'am? Benefit card or a phone number for the network provider?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Understood. I hope you have a wonderful rest of your day and thank you for time today.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Bye-bye.