

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Arlene Parks and I'm told I have insurance through you guys, but I don't have any details of the policy. Sure thing, let's take a look at the status. I do want to clarify we don't own any insurance or provide it. Your staffing company is the one providing it for you. What staffing company do you work with? Uh, Surge Staffing. And what are the last four of your Social? 3274. I need to make sure that I'm looking at the right account. Please verify your mailing address and date of birth. Mailing address is, um, 24 Biltmore Circle, Sharpsburg, Georgia 30277 or my mailing PO Box 361, Hogansville, Georgia 30230. And my date of birth is 2/13/1972. All right. Yeah, at this point I'm going to write you down as 404-647-9853. That's correct. And we have your email as your first and last name at gmail.com? That's correct. So your coverage has been active since October 7, 2024. The benefit card was sent out that week, the 11th. If you did not get it, I can go ahead and request a new one. But specifically speaking coverage-wise, what that plan covers is preventative services. The reason why you were enrolled is due to the fact that your staffing company, Surge Staffing, they have a company policy of auto-enrolling their new hires into a medical preventative care plan, which is an MEC/TelRx that you're on. Due to the fact that there being no declinations for it, you were still processed for the enrollment by their system. You have been paying \$15.16 per paycheck for the coverage. That plan covers the services of your preventative annual physical, the preventative screenings like blood pressure, your iron deficiency, the preventative counselings for healthy diet, avoiding any re-exposures from the sun, as well as your preventative immunizations like influenza, tetanus or varicella, along with your generic prescriptions that are also preventative, which could be statins, vitamins or FDA-approved contraceptive methods. It does come with an urgent care virtual package and a free Rx membership for your medications. Um, the only restrictions that it has is the fact that it has a network requirement, meaning there's a specific list of places and doctors that you have to be seen with in order for those services to be covered. As well as the fact that being preventative only, hospital indemnity services are not covered under it. Um, to simplify, hospital indemnity benefits are basically hospital services like your doctor visits, the emergency room, urgent care, or surgeries. So this won't cover any of those? Correct, it won't cover any of those. Um, okay. Um, and what's the name of the insurance company? The carrier is 90 Degree. It's called 90 Degrees? Yes, ma'am. Um, is it possible for you to send me out a card for, um, the P.O. box I gave you? Yes, ma'am. I'm in the process of finishing that email to be sent to you, and I'm putting in the request for another physical card due to you not getting the first one. Right. So I did send that copy to the email on file. You're going to be receiving it from our office email, which is info@benefitsinycard.com, and it will be titled ID Card. I got it. Okay. Did you want me to put the benefit card to be sent to the P.O. box or leave

it to be sent to your residential home? P.O. box. Okay. PO Box 361, Hogansville, Georgia. And we said 361, right? Yes. And what is the ZIP code? Is it the same one as your home, 30277? No, it's 30230. All right, and it was the same city, right? It's Hogansville. Hogansville, Georgia. All right, so I left your..... address on file as your home address, but I did put in for the benefit card, a physical one to be specifically sent to that PO box instead. Thank you. Appreciate it. Of course. And then aside from sending that email copy and then requesting for the physical one to be sent over, was there anything else aside from that that you would like in regards to the information about that plan? No, that, that's it. Thank you. Sure thing. I hope you have a wonderful rest of your day and thank you for your time. If you have any other further needs in the future for the insurance, our hours of operation are going to be on that email we sent you, along with our phone number. Okay, perfect. Thank you. Oh, I almost forgot, Ms. Parks. Um, I'm going to send you another separate email as far as your FreeRx membership that comes with your plan so that you can go online and register and have access to those benefits, okay? Okay. And what benefits are those? So that's a membership that comes with your plan that's for prescriptions. It's going to give you access to about 90% of the generic drugs that are prescribed in the US, so you can use it for the prescriptions. Okay. All right, and then the email that I'm going to send you is going to have all the links as well as the steps that you're going to need in order to register for your account. Once you register, you'll have access to your benefit cards for that membership. Okay. All right, and then when you try to use it, just make sure you do advise them that you're trying to use the membership of FreeRx because you can't mix with the insurance at the same time. Um, say that again? Yes, ma'am. When you go and pick up your phar- your medications at the pharmacy, let's say for example if you were to go to Walgreens, um, to pick up cold medication. Mm-hmm. Make sure you inform them that you don't want to use the insurance, that you want to use the FreeRx membership whenever you try to use it 'cause you can't combine the two. Okay. Okay. Okay, got it. All right. Thank you. So you should be... Of course. You should be all set. If you run into any issues while you're doing your registration, feel free to give us a call back and we'll be more than happy to help you with it. Okay, thank you so much. Appreciate it. My pleasure. Have a great day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Arlene Parks and I'm told I have insurance through you guys, but I don't have any details of the policy.

Speaker speaker_0: Sure thing, let's take a look at the status. I do want to clarify we don't own any insurance or provide it. Your staffing company is the one providing it for you. What staffing company do you work with?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 3274.

Speaker speaker_0: I need to make sure that I'm looking at the right account. Please verify your mailing address and date of birth.

Speaker speaker_1: Mailing address is, um, 24 Biltmore Circle, Sharpsburg, Georgia 30277 or my mailing PO Box 361, Hogansville, Georgia 30230. And my date of birth is 2/13/1972.

Speaker speaker_0: All right. Yeah, at this point I'm going to write you down as 404-647-9853.

Speaker speaker_1: That's correct.

Speaker speaker_0: And we have your email as your first and last name at gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So your coverage has been active since October 7, 2024. The benefit card was sent out that week, the 11th. If you did not get it, I can go ahead and request a new one. But specifically speaking coverage-wise, what that plan covers is preventative services. The reason why you were enrolled is due to the fact that your staffing company, Surge Staffing, they have a company policy of auto-enrolling their new hires into a medical preventative care plan, which is an MEC/TelRx that you're on. Due to the fact that there being no declinations for it, you were still processed for the enrollment by their system. You have been paying \$15.16 per paycheck for the coverage. That plan covers the services of your preventative annual physical, the preventative screenings like blood pressure, your iron deficiency, the preventative counselings for healthy diet, avoiding any re-exposures from the sun, as well as your preventative immunizations like influenza, tetanus or varicella, along with your generic prescriptions that are also preventative, which could be statins, vitamins or FDA-approved contraceptive methods. It does come with an urgent care virtual package and a free Rx membership for your medications. Um, the only restrictions that it has is the fact that it has a network requirement, meaning there's a specific list of places and doctors that you have to be seen with in order for those services to be covered. As well as the fact that being preventative only, hospital indemnity services are not covered under it. Um, to simplify, hospital indemnity benefits are basically hospital services like your doctor visits, the emergency room, urgent care, or surgeries.

Speaker speaker_1: So this won't cover any of those?

Speaker speaker_0: Correct, it won't cover any of those.

Speaker speaker_1: Um, okay. Um, and what's the name of the insurance company?

Speaker speaker_0: The carrier is 90 Degree.

Speaker speaker_1: It's called 90 Degrees?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Um, is it possible for you to send me out a card for, um, the P.O. box I gave you?

Speaker speaker_0: Yes, ma'am. I'm in the process of finishing that email to be sent to you, and I'm putting in the request for another physical card due to you not getting the first one.

Speaker speaker_1: Right.

Speaker speaker_0: So I did send that copy to the email on file. You're going to be receiving it from our office email, which is info@benefitsinycard.com, and it will be titled ID Card.

Speaker speaker_1: I got it. Okay.

Speaker speaker_0: Did you want me to put the benefit card to be sent to the P.O. box or leave it to be sent to your residential home?

Speaker speaker_1: P.O. box.

Speaker speaker_0: Okay.

Speaker speaker_1: PO Box 361, Hogansville, Georgia.

Speaker speaker_0: And we said 361, right?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the ZIP code? Is it the same one as your home, 30277?

Speaker speaker_1: No, it's 30230.

Speaker speaker_0: All right, and it was the same city, right?

Speaker speaker_1: It's Hogansville. Hogansville, Georgia.

Speaker speaker_0: All right, so I left your..... address on file as your home address, but I did put in for the benefit card, a physical one to be specifically sent to that PO box instead.

Speaker speaker_2: Thank you. Appreciate it.

Speaker speaker_0: Of course. And then aside from sending that email copy and then requesting for the physical one to be sent over, was there anything else aside from that that you would like in regards to the information about that plan?

Speaker speaker_2: No, that, that's it. Thank you.

Speaker speaker_0: Sure thing. I hope you have a wonderful rest of your day and thank you for your time. If you have any other further needs in the future for the insurance, our hours of operation are going to be on that email we sent you, along with our phone number.

Speaker speaker_2: Okay, perfect. Thank you.

Speaker speaker_0: Oh, I almost forgot, Ms. Parks. Um, I'm going to send you another separate email as far as your FreeRx membership that comes with your plan so that you can go online and register and have access to those benefits, okay?

Speaker speaker_2: Okay. And what benefits are those?

Speaker speaker_0: So that's a membership that comes with your plan that's for prescriptions. It's going to give you access to about 90% of the generic drugs that are prescribed in the US, so you can use it for the prescriptions.

Speaker speaker_2: Okay.

Speaker speaker_0: All right, and then the email that I'm going to send you is going to have all the links as well as the steps that you're going to need in order to register for your account. Once you register, you'll have access to your benefit cards for that membership.

Speaker speaker_2: Okay.

Speaker speaker_0: All right, and then when you try to use it, just make sure you do advise them that you're trying to use the membership of FreeRx because you can't mix with the insurance at the same time.

Speaker speaker_2: Um, say that again?

Speaker speaker_0: Yes, ma'am. When you go and pick up your phar- your medications at the pharmacy, let's say for example if you were to go to Walgreens, um, to pick up cold medication.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Make sure you inform them that you don't want to use the insurance, that you want to use the FreeRx membership whenever you try to use it 'cause you can't combine the two.

Speaker speaker_2: Okay. Okay. Okay, got it.

Speaker speaker_0: All right.

Speaker speaker_2: Thank you.

Speaker speaker_0: So you should be... Of course. You should be all set. If you run into any issues while you're doing your registration, feel free to give us a call back and we'll be more than happy to help you with it.

Speaker speaker_2: Okay, thank you so much. Appreciate it.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_2: You as well.

Speaker speaker_0: Thank you. Bye-bye.