

## **Transcript: Francesca**

**Baez-6584628154417152-5060919518248960**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Francesca, how can I assist you today? Hi. Um, I've been at, uh, the job that I was supposed to get insurance through you guys come for a month now, um, and I'm trying to see if I have the insurance and if I'm able to use it 'cause I have to go to the psychiatrist. Sure thing. What staffing company do you work with? Serge Staffing. And what are the last four of your Social? 0028. And the last name, please? Mitchell. Please verify your mailing address and date of birth to make sure I'm in the right account. Uh, 2202 Abbey Glen Lane, Apartment C135, LaGrange, Georgia 30240. All right, and what is that date of birth? Uh, May 20th, 2001, 05202001. I have that phone number, 404-662-7092... 93. That's correct. Can I have your email then as first name period last name 5201@gmail.com? That's correct. So you're not currently active in any coverage. Um, however, the auto-enrollment did process the enrollment into that medical preventative care plan. The only thing would be, from the benefits that Serge offers, none of them will cover psychiatrists. The only therapy benefit that they have is behavior health, and that is virtual only. Okay, 'cause I get prescriptions through my psychiatrist. So the prescriptions could be covered on there for your ex, which is part of that medical preventative care plan that you're- you're being enrolled into. Mm-hmm. Um, however, it is not yet active. It shows that it's currently pending the enrollment. So that plan specifically speaking what's going to cover is the preventative services of your screenings for blood pressure, iron deficiency, things like that, um, those counselings for, like, a healthy diet or avoiding UV exposure. It will also be covering your preventative immunizations like influenza, tetanus and such and your preventative generic prescriptions. Now with it, it will come in with an urgent care virtual package and the free Rx membership. But it does require network. So for the free Rx you don't have a network requirement for that part of the membership in that plan. I can send you a link to the website if you would like to see if your prescriptions will be covered under them. Right. Um, I have to go, like... I have to make an appointment to see the psychiatrist in order to get the prescriptions. So you wouldn't be able to cover... Like, y'all's, um, thing wouldn't be able to cover any of that? No, ma'am. None of the benefits that Serge offers will cover that psychiatrist visit to my understanding. Okay. Um- If you would like, I can... Okay. I was going to say if you would like, I can provide you the information for American Public Life 'cause under the medical plan that they offer, they do have the physician's office being covered at at least \$50 per visit that will cover it, and then you'll be remain- I mean, responsible for the remainder. It's will be covering four visits per year. If you would like, I can email you their information to check it. Um, however, you will need to be enrolled into it first and be active before you're able to utilize this benefit. No, um... Okay. Um, so I would just like to... So you said it's pending enrollment for, like, uh, whatever it is that you said? Yes, ma'am. So you have a pending enrollment for the medical preventative.

Right. So how can I just do away with that 'cause I- I won't need that? I can cancel it if you would like. Yeah. Go ahead and cancel that 'cause there's- there's no use for that for me. Okay. And then just for the purpose of the line being recorded, you stated you would like to cancel pending enrollments and decline auto-enrollment with Serge, correct? Correct. All right. I already processed that declinations for you. Was there anything else we can assist you with today? No, that's it. All right. I hope you ha- have a great rest of your day, and thank you for calling Benefit to Card today. You too. Thank you. No problem. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Francesca, how can I assist you today?

Speaker speaker\_2: Hi. Um, I've been at, uh, the job that I was supposed to get insurance through you guys come for a month now, um, and I'm trying to see if I have the insurance and if I'm able to use it 'cause I have to go to the psychiatrist.

Speaker speaker\_1: Sure thing. What staffing company do you work with?

Speaker speaker\_2: Serge Staffing.

Speaker speaker\_1: And what are the last four of your Social?

Speaker speaker\_2: 0028.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Mitchell.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_2: Uh, 2202 Abbey Glen Lane, Apartment C135, LaGrange, Georgia 30240.

Speaker speaker\_1: All right, and what is that date of birth?

Speaker speaker\_2: Uh, May 20th, 2001, 05202001.

Speaker speaker\_1: I have that phone number, 404-662-7092... 93.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Can I have your email then as first name period last name 5201@gmail.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: So you're not currently active in any coverage. Um, however, the auto-enrollment did process the enrollment into that medical preventative care plan. The only thing would be, from the benefits that Serge offers, none of them will cover psychiatrists. The

only therapy benefit that they have is behavior health, and that is virtual only.

Speaker speaker\_2: Okay, 'cause I get prescriptions through my psychiatrist.

Speaker speaker\_1: So the prescriptions could be covered on there for your ex, which is part of that medical preventative care plan that you're- you're being enrolled into.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, however, it is not yet active. It shows that it's currently pending the enrollment. So that plan specifically speaking what's going to cover is the preventative services of your screenings for blood pressure, iron deficiency, things like that, um, those counselings for, like, a healthy diet or avoiding UV exposure. It will also be covering your preventative immunizations like influenza, tetanus and such and your preventative generic prescriptions. Now with it, it will come in with an urgent care virtual package and the free Rx membership. But it does require network. So for the free Rx you don't have a network requirement for that part of the membership in that plan. I can send you a link to the website if you would like to see if your prescriptions will be covered under them.

Speaker speaker\_2: Right. Um, I have to go, like... I have to make an appointment to see the psychiatrist in order to get the prescriptions. So you wouldn't be able to cover... Like, y'all's, um, thing wouldn't be able to cover any of that?

Speaker speaker\_1: No, ma'am. None of the benefits that Serge offers will cover that psychiatrist visit to my understanding.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: If you would like, I can... Okay. I was going to say if you would like, I can provide you the information for American Public Life 'cause under the medical plan that they offer, they do have the physician's office being covered at at least \$50 per visit that will cover it, and then you'll be remain- I mean, responsible for the remainder. It's will be covering four visits per year. If you would like, I can email you their information to check it. Um, however, you will need to be enrolled into it first and be active before you're able to utilize this benefit.

Speaker speaker\_2: No, um... Okay. Um, so I would just like to... So you said it's pending enrollment for, like, uh, whatever it is that you said?

Speaker speaker\_1: Yes, ma'am. So you have a pending enrollment for the medical preventative.

Speaker speaker\_2: Right. So how can I just do away with that 'cause I- I won't need that?

Speaker speaker\_1: I can cancel it if you would like.

Speaker speaker\_2: Yeah. Go ahead and cancel that 'cause there's- there's no use for that for me.

Speaker speaker\_1: Okay. And then just for the purpose of the line being recorded, you stated you would like to cancel pending enrollments and decline auto-enrollment with Serge, correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. I already processed that declinations for you. Was there anything else we can assist you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. I hope you ha- have a great rest of your day, and thank you for calling Benefit to Card today.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: No problem. Bye-bye.