

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? Um, I'm trying to see what type of insurance I have, if I have anything. What type of company do you work with? Uh, MAU. What are the last four of your Social? 4657. Uh-huh. Could you please verify your mailing address and date of birth? 207 Skipton Street, Greenville, South Carolina, 29605, 4/24/75. We have our first number to reach, 716-603-4732. Correct. And we have your email down as first and last name@yahoo.com. Correct. Yes, sir. You were enrolled per form November 12th, 2024. Um, you have been active since December 2nd, 2024. You have medical prevent- I have, what? Yes, sir. I was just about to go over that. You have medical preventative, medical hospital indemnity, group accident, dental, insurance invincibility, critical illness, life insurance, vision, ID Expert, which is identity theft protection, and behavior health, which is virtual therapy. Those are the selections on your form. Okay. Can you email me that? And, um, so... When- when should I receive my, my cards? You should have received them already. If you haven't, I can request a digital copy and send it to your email. Yeah, you could do that please 'cause I gotta make an appointment. Good. I'm gonna request a letter of coverage, which will show what you're currently enrolled into as proof of insurance. It's gonna take 24 to 48 business hours for you to receive that one and then the benefit card should be within a couple minutes while I download them. Okay. All right. Let me place in a quick hold while I get them. I'll be right back. Okay. Thank you. There we go. Thank you for holding. Yeah. I went ahead and sent you three PDF files which will be the benefit card. Okay. All right. Was there anything else besides senders that we can assist you with today? So, with the, with the insurance, am I able to get prescription, my prescription drugs, medication? Yes, sir. So with your current plan, your preventative plan is gonna cover your preventative generic prescriptions like statins- Okay. ... vitamins and such. And then with the InterPlus Enhanced plan, which is your hospital indemnity, um, you have another- Uh-huh. ... prescription package with pharmaceutical prescription. They have a tier system of 10, 20, or 30 for the generic prescriptions. Depending on- Mm-hmm. ... yours, where it falls, that will be what you will pay out of pocket. And they have a discount- Okay. ... on non-generic prescriptions. Okay. Thank you very much. Of course. Was there anything else that we can let, assist you with today? Nope, that's it. All right. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye-bye. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Um, I'm trying to see what type of insurance I have, if I have anything.

Speaker speaker_0: What type of company do you work with?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: 4657.

Speaker speaker_0: Uh-huh. Could you please verify your mailing address and date of birth?

Speaker speaker_1: 207 Skipton Street, Greenville, South Carolina, 29605, 4/24/75.

Speaker speaker_0: We have our first number to reach, 716-603-4732.

Speaker speaker_1: Correct.

Speaker speaker_0: And we have your email down as first and last name@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Yes, sir. You were enrolled per form November 12th, 2024. Um, you have been active since December 2nd, 2024. You have medical prevent-

Speaker speaker_1: I have, what?

Speaker speaker_0: Yes, sir. I was just about to go over that. You have medical preventative, medical hospital indemnity, group accident, dental, insurance invincibility, critical illness, life insurance, vision, ID Expert, which is identity theft protection, and behavior health, which is virtual therapy. Those are the selections on your form.

Speaker speaker_1: Okay. Can you email me that? And, um, so... When- when should I receive my, my cards?

Speaker speaker_0: You should have received them already. If you haven't, I can request a digital copy and send it to your email.

Speaker speaker_1: Yeah, you could do that please 'cause I gotta make an appointment.

Speaker speaker_0: Good. I'm gonna request a letter of coverage, which will show what you're currently enrolled into as proof of insurance. It's gonna take 24 to 48 business hours for you to receive that one and then the benefit card should be within a couple minutes while I download them.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Let me place in a quick hold while I get them. I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you.

Speaker speaker_2: There we go.

Speaker speaker_0: Thank you for holding.

Speaker speaker_1: Yeah.

Speaker speaker_0: I went ahead and sent you three PDF files which will be the benefit card.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else besides senders that we can assist you with today?

Speaker speaker_1: So, with the, with the insurance, am I able to get prescription, my prescription drugs, medication?

Speaker speaker_0: Yes, sir. So with your current plan, your preventative plan is gonna cover your preventative generic prescriptions like statins-

Speaker speaker_1: Okay.

Speaker speaker_0: ... vitamins and such. And then with the InterPlus Enhanced plan, which is your hospital indemnity, um, you have another-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... prescription package with pharmaceutical prescription. They have a tier system of 10, 20, or 30 for the generic prescriptions. Depending on-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... yours, where it falls, that will be what you will pay out of pocket. And they have a discount-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on non-generic prescriptions.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: Of course. Was there anything else that we can let, assist you with today?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye. Bye.