

Transcript: Justin

Mills-4551994416218112-5520376045158400

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, I'm trying to figure out, uh, my benefits of my insurance through a MAU is, like see if I have any co-pays or what y'all cover and all of that. Yeah, let me check on that. Um, what's the... So MAU, what's the last four of your social? It's, uh, 0212. And your first and last name? Uh, Jeffrey Wharton. And for security purposes, could you verify your home address, including city, state and zip code, Jeffrey? It's, uh, 119 Ketchum Street, Apartment 8, Ozark, Alabama 36360. And confirm your date of birth. 3-13-96. And a good telephone number you have is 334-733-8698. Yes, sir. And the email I have is whartonjeffrey30 at gmail. Yes, sir. Okay, so looking at the file, it looks like you're cover- currently enrolled into the MEC standalone, which covers preventative healthcare services. So like your physicals, diabetes screenings, vaccinations, stuff like that. Group accident, dental, critical illness, term life, which is life insurance, vision, and behavior health, all for employee only. And you stated you had a few questions regarding it? Yeah, I'm going to see a dermatologist this morning. I want to see if I have to have a co-pay for that. Um, let's see here. Now the MEC standalone just covers preventative services, so as long as it's preventative wise, it should be covered at 100%. Um, but let me check on that co-pay. Let's see here. Let me see. Is there a way I can upgrade my, uh, service plan? Like is there anything like higher than the preventive services, like covers like almost everything? Um, now there is. However, looking at the hire date, you're actually outside of your personal open enrollment period, so unfortunately, we wouldn't be able to make any changes right now unless you experienced a qualified life event or if you were in MAU's next open enrollment period, which is sometime in December. Okay. Okay. Um, now I can email you a copy of this benefit guide, uh, which shows what's covered, what's not covered, how much the insurance carrier will pay for those services if need be. Yes, please. Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay, thank you. You're welcome. Is there anything else I could assist you with today? No, sir. That's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You too. Bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, I'm trying to figure out, uh, my benefits of my insurance through a MAU is, like see if I have any co-pays or what y'all cover and all of that.

Speaker speaker_0: Yeah, let me check on that. Um, what's the... So MAU, what's the last four of your social?

Speaker speaker_1: It's, uh, 0212.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Jeffrey Wharton.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Jeffrey?

Speaker speaker_1: It's, uh, 119 Ketchum Street, Apartment 8, Ozark, Alabama 36360.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 3-13-96.

Speaker speaker_0: And a good telephone number you have is 334-733-8698.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is whartonjeffrey30 at gmail.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file, it looks like you're cover- currently enrolled into the MEC standalone, which covers preventative healthcare services. So like your physicals, diabetes screenings, vaccinations, stuff like that. Group accident, dental, critical illness, term life, which is life insurance, vision, and behavior health, all for employee only. And you stated you had a few questions regarding it?

Speaker speaker_1: Yeah, I'm going to see a dermatologist this morning. I want to see if I have to have a co-pay for that.

Speaker speaker_0: Um, let's see here. Now the MEC standalone just covers preventative services, so as long as it's preventative wise, it should be covered at 100%. Um, but let me check on that co-pay. Let's see here. Let me see.

Speaker speaker_1: Is there a way I can upgrade my, uh, service plan? Like is there anything like higher than the preventive services, like covers like almost everything?

Speaker speaker_0: Um, now there is. However, looking at the hire date, you're actually outside of your personal open enrollment period, so unfortunately, we wouldn't be able to make any changes right now unless you experienced a qualified life event or if you were in MAU's next open enrollment period, which is sometime in December.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, now I can email you a copy of this benefit guide, uh, which shows what's covered, what's not covered, how much the insurance carrier will pay for those services if need be.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: No, sir. That's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right, bye-bye.