

Transcript: Justin

Mills-4565453066256384-6706202998259712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi. Yes, Justin. My name is Ursula Cannon. Um, my husband, um, is a insurance carrier. Um, however, and I think you could just check, he added me, um, so I was able to speak 'cause I called one day last week. His name is Gregory Cannon. Um, yeah. Well, who's the, who's his employer? Um, Flex. Or MA. Is that- Well, no, not MAU. Uh, wait a minute. Yeah, it's a staffing agency. Uh, TR... Yes. That's right, TRC. Yeah. So TRC? Uh-huh, yes. So TRC. Last four of his Social? B- Uh, hold on, I'm giving mine. 0687. Gregory Cannon. Let's see here. Ursula, okay. Yes. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Cannon? 636 Delaney Bend, Columbia, South Carolina 29229. And confirm his date of birth. 5/20/67. And a good telephone number I have for him is 803-479-2613. Correct. And his email is GCANN37@Yahoo? Correct. Okay, and how can I help you today? I was just looking, um, I was going over his, uh, the stuff that's in his file. The, um, the dental, 'cause we did add that last week, but I think it's like the... Is that like a basic for dental? Um, yeah, so like- I'm looking at it now. So there's only one dental plan offered through TRC Staffing. However, when it comes to dental- Oh. ... I do know that all of the preventative visits would be covered at 100%, which may include- Mm-hmm. ... your basic cleanings, checkups or X-rays once per six months. However, when it comes to- Mm-hmm. ... basic dental work such as fillings and extractions, except surgical- Yes. ... extractions, those would be covered at 80% if met by a \$50 deductible. Okay. Okay. So with the \$50, that's not bad. That's what I was looking for. Um, so... Okay, I got it, got it. So if, um, 'cause I do have a crown that, it actually broke off, so... And I know they're probably gonna have to remove that. Is that under the 80% or I have to pay for that? Um, honestly, I, I would imagine that would be under the 80% 'cause I do know- Oh, okay. ... they have an annual maximum of \$500 that could be used. Okay. Um- Okay. But I can provide you with the insurance carrier's telephone number so you can ask them that more specific. That's even better 'cause they, 'cause we hadn't received his card yet, so... Mm-hmm. And I have to go to the dentist and that's the number that I'll need to give them so they'll be able to... Wait a minute. One more thing, while I'm on here. Hold on, hold on. Let me see. I'm just looking. Now, medical, my husband He didn't want to delay you guys, but, um, is that... The Stay Healthy, is that the one that, um... Let me see. Stay Healthy Medi- Oh, that's Tele, that's TeleRx. No. Which one is for the medical? I'm trying to... Um, so the MEC, so all of, um, so the MEC TeleRx, that is a medical plan. That just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventive- Okay. ... healthcare services are like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. Okay. So is that the... Wait a minute now. Is that the VIP Standard? Um, so now the VIP

plans- I thought, I thought the- Yes. So the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage, um- Yeah, that's what I thought. ... while the MEC Enhanced is like a combination of both, preventative plus hospital, doctor and medication coverage. Okay. So now if... I know, I know you probably can't... But which is better, like the Standard or the Plus? Well, we do have a- Or the MEC. I know I don't know, but- Um, well, the highest tier that's offered through TRC Staffing would be considered the MEC Enhanced 'cause you do have preventative healthcare services as well as hospital, doctor and medication coverage. Um- Mm-hmm. But out of the VIP plans, the Plus would be the highest tier out of those, um, due to the fact- Mm-hmm. ... that you have more coverage for hospitals, doctors and medications. Okay. Um... Okay. I think... Need more coverage. Hmm. I don't know. He might want this. That's okay. We better not do it 'cause he's on mine. Mine's are... I like being double covered, but he's like, "Oh, man, we don't need it," because he doesn't go to the doctor that much. It's me. No, I understand. Totally understand. Okay. All right. Well, I'll, I'll leave that one alone because I was gonna get the MedTel... I mean, yeah, the Stay Healthy one, which is simple, but I better just leave that one alone. Yeah. Yeah. Okay. Right. Did you need that insurance carrier's telephone number as well? Oh, yes. Please, please, please, please. Yes, I'm going to say that. Mm-hmm. Okay, just let me know whenever you're ready. I'm ready. Okay, so the insurance carrier is American Public Life. American Public Life. Okay. And their telephone number is 800- Okay. ... 256- Mm-hmm. ... 8606. 8606. 800-256-8606. Correct. It's 8. American Public Life. Right. Okay, got it. All right. Thank you so much, Justin, for your help. You're welcome, Ursula. You have a great day, okay? Yes, you too. All right, you too. Merry Christmas. Merry Christmas to you too. Bye-bye. All right. 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 Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Yes, Justin. My name is Ursula Cannon. Um, my husband, um, is a insurance carrier. Um, however, and I think you could just check, he added me, um, so I was able to speak 'cause I called one day last week. His name is Gregory Cannon.

Speaker speaker_1: Um, yeah. Well, who's the, who's his employer?

Speaker speaker_2: Um, Flex. Or MA.

Speaker speaker_1: Is that-

Speaker speaker_2: Well, no, not MAU. Uh, wait a minute.

Speaker speaker_1: Yeah, it's a staffing agency.

Speaker speaker_2: Uh, TR... Yes. That's right, TRC. Yeah.

Speaker speaker_1: So TRC?

Speaker speaker_2: Uh-huh, yes.

Speaker speaker_1: So TRC. Last four of his Social?

Speaker speaker_2: B- Uh, hold on, I'm giving mine. 0687.

Speaker speaker_1: Gregory Cannon. Let's see here. Ursula, okay.

Speaker speaker_2: Yes.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code, Ms. Cannon?

Speaker speaker_2: 636 Delaney Bend, Columbia, South Carolina 29229.

Speaker speaker_1: And confirm his date of birth.

Speaker speaker_2: 5/20/67.

Speaker speaker_1: And a good telephone number I have for him is 803-479-2613.

Speaker speaker_2: Correct.

Speaker speaker_1: And his email is GCANN37@Yahoo?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, and how can I help you today?

Speaker speaker_2: I was just looking, um, I was going over his, uh, the stuff that's in his file. The, um, the dental, 'cause we did add that last week, but I think it's like the... Is that like a basic for dental?

Speaker speaker_1: Um, yeah, so like-

Speaker speaker_2: I'm looking at it now.

Speaker speaker_1: So there's only one dental plan offered through TRC Staffing. However, when it comes to dental-

Speaker speaker_2: Oh.

Speaker speaker_1: ... I do know that all of the preventative visits would be covered at 100%, which may include-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... your basic cleanings, checkups or X-rays once per six months. However, when it comes to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... basic dental work such as fillings and extractions, except surgical-

Speaker speaker_2: Yes.

Speaker speaker_1: ... extractions, those would be covered at 80% if met by a \$50 deductible.

Speaker speaker_2: Okay. Okay. So with the \$50, that's not bad. That's what I was looking for. Um, so... Okay, I got it, got it. So if, um, 'cause I do have a crown that, it actually broke off, so... And I know they're probably gonna have to remove that. Is that under the 80% or I have to pay for that?

Speaker speaker_1: Um, honestly, I, I would imagine that would be under the 80% 'cause I do know-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... they have an annual maximum of \$500 that could be used.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But I can provide you with the insurance carrier's telephone number so you can ask them that more specific.

Speaker speaker_2: That's even better 'cause they, 'cause we hadn't received his card yet, so...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I have to go to the dentist and that's the number that I'll need to give them so they'll be able to... Wait a minute. One more thing, while I'm on here. Hold on, hold on. Let me see. I'm just looking. Now, medical, my husband He didn't want to delay you guys, but, um, is that... The Stay Healthy, is that the one that, um... Let me see. Stay Healthy Medi-Oh, that's Tele, that's TeleRx. No. Which one is for the medical? I'm trying to...

Speaker speaker_1: Um, so the MEC, so all of, um, so the MEC TeleRx, that is a medical plan. That just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, preventive-

Speaker speaker_2: Okay.

Speaker speaker_1: ... healthcare services are like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker_2: Okay. So is that the... Wait a minute now. Is that the VIP Standard?

Speaker speaker_1: Um, so now the VIP plans-

Speaker speaker_2: I thought, I thought the-

Speaker speaker_1: Yes. So the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage, um-

Speaker speaker_2: Yeah, that's what I thought.

Speaker speaker_1: ... while the MEC Enhanced is like a combination of both, preventative plus hospital, doctor and medication coverage.

Speaker speaker_2: Okay. So now if... I know, I know you probably can't... But which is better, like the Standard or the Plus?

Speaker speaker_1: Well, we do have a-

Speaker speaker_2: Or the MEC. I know I don't know, but-

Speaker speaker_1: Um, well, the highest tier that's offered through TRC Staffing would be considered the MEC Enhanced 'cause you do have preventative healthcare services as well as hospital, doctor and medication coverage. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But out of the VIP plans, the Plus would be the highest tier out of those, um, due to the fact-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that you have more coverage for hospitals, doctors and medications.

Speaker speaker_2: Okay. Um... Okay. I think... Need more coverage. Hmm. I don't know. He might want this. That's okay. We better not do it 'cause he's on mine. Mine's are... I like being double covered, but he's like, "Oh, man, we don't need it," because he doesn't go to the doctor that much. It's me.

Speaker speaker_1: No, I understand. Totally understand.

Speaker speaker_2: Okay. All right. Well, I'll, I'll leave that one alone because I was gonna get the MedTel... I mean, yeah, the Stay Healthy one, which is simple, but I better just leave that one alone. Yeah. Yeah. Okay.

Speaker speaker_1: Right. Did you need that insurance carrier's telephone number as well?

Speaker speaker_2: Oh, yes. Please, please, please, please. Yes, I'm going to say that. Mm-hmm.

Speaker speaker_1: Okay, just let me know whenever you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay, so the insurance carrier is American Public Life.

Speaker speaker_2: American Public Life. Okay.

Speaker speaker_1: And their telephone number is 800-

Speaker speaker_2: Okay.

Speaker speaker_3: ... 256-

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: ... 8606.

Speaker speaker_2: 8606. 800-256-8606.

Speaker speaker_3: Correct. It's 8.

Speaker speaker_2: American Public Life.

Speaker speaker_3: Right.

Speaker speaker_2: Okay, got it. All right. Thank you so much, Justin, for your help.

Speaker speaker_3: You're welcome, Ursula. You have a great day, okay?

Speaker speaker_2: Yes, you too. All right, you too. Merry Christmas.

Speaker speaker_3: Merry Christmas to you too. Bye-bye.

Speaker speaker_2: All right. Bye-bye.