Transcript: Justin Mills-4671427768270848-5466783905005568

Full Transcript

Thank you. That's very courteous. Hello? Hello? Can you hear me? Yeah, I can hear you. How can I help you today? Oh, I, um... Where do I start? All right, um, I started a job, and I, um, signed up for the health insurance and I'm, I'm pretty sure I went on the website and, you know, filled out my info, but I never received like a, um, card or something. Could you get a card- Yeah. I could possibly email it to you. Huh? I said I could possibly email it to you. What's the staffing agency you work for? Oh, um, Focus Management. And the last four of your Social? 2823. And what was your first and last name? Uh, Lonnie McDowell. And for security purposes, could you verify your home address, including city, state and zip code, Lonnie? Yes. 134 North Jefferson Street, Allentown, PA 18102. And confirm your date of birth? 8/2/'84. And a good telephone number have is 484-750-8902? Yes, sir. And the email address is lonniebm@gmail.com? Yes, sir. Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you? Yes, ma- Yes, sir. Sorry. Okay. Hello, Lonnie, you still there? Yes, sir. Awesome. Thank you so much for holding. So when I went to go search up the ID card on the website, looks like the ID card hasn't been generated just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office regarding your ID card, I can give you a call back. Okay? Okay. Um... Um... Yes. 'Cause I wantn't to... 'Cause I had to go to the hospital real quick for something small. That's... And, so how would I go about that or d- uh, I have, I have to wait? Uh, no, sir. So you could still go. Um, you are currently active in the coverage. Uh, we just need to send a manual update for the insurance carrier to generate an ID card for you. Um, but you could have a provider, uh, call us at Benefits Center Card and we can let them kno- know, "Hey, this member is currently active and provide eligibility." And just let them know we're waiting for the insurance carrier to generate a ID card for you. Um, but like I said- Okay. ... I can check it out for you once I receive word back from my back office. Okay. Other than that, Lonnie, is there anything else I could assist you with today? Um, yes, sir. Um, does that show you like the whole plan of my, um, of like the and, and, um, insurance? Yeah. So I'm looking at the file and it looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. So I didn't do the eye doctor? Sh- okay. No. I mean, Focus is still in their open enrollment period, so we can add vision. It's just a pending enrollment process that goes along with that, which takes one to two weeks. Oh, yeah. Um, and I would like that because I order some glasses. Okay. So let's see here.So, you want to add vision to the coverage. Anything else? No, that's it, sir. Okay, um, so your current deductions right now, uh, with that medical plan was $17.21. However, adding vision to the coverage would make your new total deductions $19.36 a week. Do you authorize Focus to make that deduction for you? Yes, sir. Okay, so we'll go

ahead and save that. So, like I said, pending enrollments do take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the $19.36 come off your paycheck, that's how you know vision was added to the coverage. Seven to ten business days later, you'll receive your vision ID card in the mail. Other than that, Lonnie, uh, is there anything else I can help you out with today until I receive word back regarding your medical ID card? Yeah, one more thing. Sorry with all these questions, but I have to ask. Sure. So, say if, um, if I go to an eye doctor just for like a eye checkup or something, like, would I... Would, would, um, would there still be a co-opay? For the eye doctor? Yeah. Uh, let me check on that. Let's see. Vision. Uh, so looks like your co-pay for an eye exam would be $10, uh, lenses and frames for $25, uh, contact lens fitting is zero. However, they offer a frames allowance for $130. So, they'll give $130 benefit for frames. Oh. Okay. That's cool. All right, boss. That's it. That's all. Okay. So, like I said, once I receive word back from my back office, I'll give you a call back. Okay, Lonnie? Yes, sir. Thank you for the help. You're welcome. You have a great day, okay? Thank you. You're welcome. Have a great day. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you. That's very courteous.

Speaker speaker_1: Hello? Hello? Can you hear me?

Speaker speaker_0: Yeah, I can hear you. How can I help you today?

Speaker speaker_1: Oh, I, um... Where do I start? All right, um, I started a job, and I, um, signed up for the health insurance and I'm, I'm pretty sure I went on the website and, you know, filled out my info, but I never received like a, um, card or something. Could you get a card-

Speaker speaker_0: Yeah. I could possibly email it to you.

Speaker speaker_1: Huh?

Speaker speaker_0: I said I could possibly email it to you. What's the staffing agency you work for?

Speaker speaker_1: Oh, um, Focus Management.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2823.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Uh, Lonnie McDowell.

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

Speaker speaker_1: Yes. 134 North Jefferson Street, Allentown, PA 18102.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 8/2/'84.

Speaker speaker_0: And a good telephone number have is 484-750-8902?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email address is lonniebm@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Well, here, do you mind if I place you on a brief hold while I email that information to you?

Speaker speaker_1: Yes, ma- Yes, sir. Sorry.

Speaker speaker_0: Okay. Hello, Lonnie, you still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So when I went to go search up the ID card on the website, looks like the ID card hasn't been generated just yet. So what I have to do, I have to email my back office, have them send a manual update to the insurance carrier. And then once I receive word back from my back office regarding your ID card, I can give you a call back. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Um...

Speaker speaker_1: Um...

Speaker speaker_0: Yes.

Speaker speaker_1: 'Cause I wantn't to... 'Cause I had to go to the hospital real quick for something small. That's... And, so how would I go about that or d- uh, I have, I have to wait?

Speaker speaker_0: Uh, no, sir. So you could still go. Um, you are currently active in the coverage. Uh, we just need to send a manual update for the insurance carrier to generate an ID card for you. Um, but you could have a provider, uh, call us at Benefits Center Card and we can let them kno- know, "Hey, this member is currently active and provide eligibility." And just let them know we're waiting for the insurance carrier to generate a ID card for you. Um, but like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can check it out for you once I receive word back from my back office.

Speaker speaker_1: Okay.

Speaker speaker_0: Other than that, Lonnie, is there anything else I could assist you with today?

Speaker speaker_1: Um, yes, sir. Um, does that show you like the whole plan of my, um, of like the and, and, um, insurance?

Speaker speaker_0: Yeah. So I'm looking at the file and it looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_1: Okay. So I didn't do the eye doctor? Sh- okay.

Speaker speaker_0: No. I mean, Focus is still in their open enrollment period, so we can add vision. It's just a pending enrollment process that goes along with that, which takes one to two weeks.

Speaker speaker_1: Oh, yeah. Um, and I would like that because I order some glasses.

Speaker speaker_0: Okay. So let's see here.So, you want to add vision to the coverage. Anything else?

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

Speaker speaker_0: Okay, um, so your current deductions right now, uh, with that medical plan was $17.21. However, adding vision to the coverage would make your new total deductions $19.36 a week. Do you authorize Focus to make that deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so we'll go ahead and save that. So, like I said, pending enrollments do take one to two weeks to go through. Then, whenever you witness your first payroll deduction of the $19.36 come off your paycheck, that's how you know vision was added to the coverage. Seven to ten business days later, you'll receive your vision ID card in the mail. Other than that, Lonnie, uh, is there anything else I can help you out with today until I receive word back regarding your medical ID card?

Speaker speaker_1: Yeah, one more thing. Sorry with all these questions, but I have to ask.

Speaker speaker_0: Sure.

Speaker speaker_1: So, say if, um, if I go to an eye doctor just for like a eye checkup or something, like, would I... Would, would, um, would there still be a co-opay?

Speaker speaker_0: For the eye doctor?

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, let me check on that. Let's see. Vision. Uh, so looks like your co-pay for an eye exam would be $10, uh, lenses and frames for $25, uh, contact lens fitting is zero. However, they offer a frames allowance for $130. So, they'll give $130 benefit for frames.

Speaker speaker_1: Oh. Okay. That's cool. All right, boss. That's it. That's all.

Speaker speaker_0: Okay. So, like I said, once I receive word back from my back office, I'll give you a call back. Okay, Lonnie?

Speaker speaker_1: Yes, sir. Thank you for the help.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you. You're welcome. Have a great day.

Speaker speaker_0: All right, bye-bye.