

Transcript: Justin

Mills-5052378160480256-6191308058574848

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? I'm trying to get medical. Okay. What's the staffing agency you work for? Uh, ManCan. And the last four of your Social? Uh, 5683. And what was your first and last name? Uh, Charles Simpson. Okay. And then for security purposes, could you verify your home address, including city, state and zip code, Charles? Uh, 9364 Township Road 82, uh, Millersburg, Ohio 44654. And confirm your date of birth? 08/02/75. And a good telephone number have is 330-407-6317. Yes, sir. And do you have a good email by any chance? No, I don't have an email. Okay. No worries. So let's see here. So I do know that ManCan, they offer three different medical plans. Um, one of them is the MDC TeleRx. Now, that just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, your preventative services that are covered are, like, your annual exams, uh, diabetes screenings, physicals, stuff that pretty much make you stay healthy. Um, that's \$15.70 per week. Then they offer two different other medical plans, the VIP Standard and the VIP Classic, which both cover the hospitals, doctors and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. But those range from \$16.22 to \$17.88 for employee only. All right. Um- What is the best one where you get full coverage? Yeah, what's the... yeah, the best one? With less deductibles. The least deductible. Um, so since these plans are- aren't major medical plans, there's no deductibles. Um, they're hospital indemnity, so the insurance carrier pays set dollar amounts to cover things as long as copays have been met. However, to answer your question earlier, um, we're not insurance agents, so we're not allowed to give recommendations. Um, I do know that the MDC TeleRx just covers preventative services, while the VIP plans cover hospitals, doctors and medications. Well, I need something that'll cover doctor's office and, uh, uh, m- prescriptions 'cause I'm diabetic. Okay. Um, so VIP plan Standard and Classic cover hospitals, doctors and medications. They range \$16.22 to \$17.88. Mm-hmm. That \$17 one. Okay, so the VIP Classics are just medical. Anything else? No, that... That's all I really need. Okay. Just so I can see my doctor and- Get your insulin. ... get my, get my insulin and my meds. That's all I really need. Totally understand. Um, so doing the VIP Classic for employee only would make your total deduction \$17.88 per week. Do you authorize ManCan to make the deduction for you? Yes, sir. Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$17.88 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Charles, is there anything else I could assist you with today? No, that'd be it. Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day. Okay? You too, sir. Thank you.

Bye-bye. Good. Bye.

Conversation Format

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

Speaker speaker_1: I'm trying to get medical.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, ManCan.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 5683.

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

Speaker speaker_1: Uh, Charles Simpson.

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

Speaker speaker_1: Uh, 9364 Township Road 82, uh, Millersburg, Ohio 44654.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 08/02/75.

Speaker speaker_0: And a good telephone number have is 330-407-6317.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And do you have a good email by any chance?

Speaker speaker_1: No, I don't have an email.

Speaker speaker_0: Okay. No worries. So let's see here. So I do know that ManCan, they offer three different medical plans. Um, one of them is the MDC TeleRx. Now, that just covers preventative healthcare services as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, your preventative services that are covered are, like, your annual exams, uh, diabetes screenings, physicals, stuff that pretty much make you stay healthy. Um, that's \$15.70 per week. Then they offer two different other medical plans, the VIP Standard and the VIP Classic, which both cover the hospitals, doctors and medications. The only major difference between the Standard and the Classic is just how much the insurance carrier pays to cover things. But those range from \$16.22 to \$17.88 for employee only.

Speaker speaker_1: All right. Um-

Speaker speaker_2: What is the best one where you get full coverage?

Speaker speaker_1: Yeah, what's the... yeah, the best one?

Speaker speaker_2: With less deductibles.

Speaker speaker_1: The least deductible.

Speaker speaker_0: Um, so since these plans are- aren't major medical plans, there's no deductibles. Um, they're hospital indemnity, so the insurance carrier pays set dollar amounts to cover things as long as copays have been met. However, to answer your question earlier, um, we're not insurance agents, so we're not allowed to give recommendations. Um, I do know that the MDC TeleRx just covers preventative services, while the VIP plans cover hospitals, doctors and medications.

Speaker speaker_1: Well, I need something that'll cover doctor's office and, uh, uh, m-prescriptions 'cause I'm diabetic.

Speaker speaker_0: Okay. Um, so VIP plan Standard and Classic cover hospitals, doctors and medications. They range \$16.22 to \$17.88.

Speaker speaker_1: Mm-hmm. That \$17 one.

Speaker speaker_0: Okay, so the VIP Classics are just medical. Anything else?

Speaker speaker_1: No, that... That's all I really need.

Speaker speaker_0: Okay.

Speaker speaker_1: Just so I can see my doctor and-

Speaker speaker_2: Get your insulin.

Speaker speaker_1: ... get my, get my insulin and my meds. That's all I really need.

Speaker speaker_0: Totally understand. Um, so doing the VIP Classic for employee only would make your total deduction \$17.88 per week. Do you authorize ManCan to make the deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$17.88 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Charles, is there anything else I could assist you with today?

Speaker speaker_1: No, that'd be it.

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

Speaker speaker_1: You too, sir.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Good. Bye.