

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Is this the benefit card through BGSF? We're the benefit administrators for BGSF, yes, ma'am. Okay. So I have been... I will be on my assignment for 30 days as of the, um, I think tomorrow or the 18th. Then I will be eligible to sign up, or? Um, so your personal open enrollment period is 30 days from your first paycheck, so whenever you receive your first paycheck through that assignment, it's 30 days from that date. So, that means I have to wait until next week? Uh, no, ma'am. Um, so say for example, you can get enrolled right now before you even start the assignment, just so everything is squared away. However- Oh. ... what, what I'm saying is that your personal open enrollment period is 30 days from your first paycheck, so whenever you receive your first paycheck, 30 days after that, or 30 days after that paycheck, um, or within that 30 days is your personal open enrollment period. Okay. So I'm actually within that first 30 days? Correct, if you haven't started yet, yes. Okay. Yes, I have started, but I'm still within that 30 days. Um- Correct. Okay. So, um, I wanted to, if you don't mind, just trying to make sure I'm on the right track with this information. Mm-hmm. I want to just sign up for employee medical and dental. And does that, um... Can you tell me the amount that would be or where I would get the, um, detailed information? Um, yeah, I can email you a copy of the benefit guide, if that would help. Okay. All right. 'Cause I think I'm... Um, I think it was 5.99 per pay period for just an employee, um, and that's for medical. Is that correct? Um, let's see. So, they have four different medical plans, um, one that covers preventative services at \$15.65, and then three others that cover hospitals, doctors, and medications ranging from \$16.78 to \$29.74. However, I think what you're talking about is the Virtual Primary Care through FreeRx, which is \$5.99 per week. Okay. I have that one, but I don't see the prices for all of the options. Yeah. So let me email you this copy of the benefit guide. Do you have a good email I can send this to? I do. It would be, uh, williamsndeE12@gmail.com. And just to confirm, williamsndeE12@gmail.com? Yes. Okay. So the- This is also... Oh, I'm sorry. Go ahead. So the email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And I'm sorry, one more question. So, they're broken down into three types of, um, services? Mm-hmm. If I wanted to get, say for instance, the... Ho- is it hospital or just, um, doctor medical care and preventive maintenance or preventive care, not maintenance... but preventive care, would I add those two amounts together per week? Um, yes. So say if you wanted preventative services as well as hospital, doctors, and medications, you would combine the MEC with one of the VIP plans, yes. Okay. And that's M- MEC? Correct, the MEC, yes. Plus the preventive maint- um, care? Well, the MEC TeleRx, that is the preventative service plan. Okay. And what is the other? Um, so the other medical plans, the VIP plans, you have the VIP Standard, Classic, and Plus, which all cover your hospitals, doctors, and medications. So, the MEC, I wouldn't get medication off of

that one? Like if a doctor prescribes medication? Um, no, ma'am. Um, so it actually comes with FreeRx, uh, benefit, which gives out free or discounted prescription coverage, so you do have some sort of medication benefit with the MEC TeleRx, it's just if you do go to the doctor with that MEC TeleRx medical plan they're - and they prescribe you medication, um, it wouldn't cover it under that med- medical plan. But since you have FreeRx included with the MEC, you could have your doctor write the prescription to FreeRx and either FreeRx can ship it to your house directly or you could pick it up at your local pharmacy. Do you have a chart to break it down that way? Um, yeah. Like all in a packet? So I... Uh, yeah, it's all in the benefit guide. Um, I emailed you that benefit guide which shows what's covered, what's not covered, how much carriers will pay, stuff like that. Okay, great. Great. And so I still have a week so I don't have to panic and get it in? Cor- Correct. Okay. Okay, okay, awesome. Thank you so much for your assistance. You're welcome. You have a great day, okay? Okay, bye-bye. All right. Bye-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: Hi. Is this the benefit card through BGSF?

Speaker speaker_0: We're the benefit administrators for BGSF, yes, ma'am.

Speaker speaker_1: Okay. So I have been... I will be on my assignment for 30 days as of the, um, I think tomorrow or the 18th. Then I will be eligible to sign up, or?

Speaker speaker_0: Um, so your personal open enrollment period is 30 days from your first paycheck, so whenever you receive your first paycheck through that assignment, it's 30 days from that date.

Speaker speaker_1: So, that means I have to wait until next week?

Speaker speaker_0: Uh, no, ma'am. Um, so say for example, you can get enrolled right now before you even start the assignment, just so everything is squared away. However-

Speaker speaker_1: Oh.

Speaker speaker_0: ... what, what I'm saying is that your personal open enrollment period is 30 days from your first paycheck, so whenever you receive your first paycheck, 30 days after that, or 30 days after that paycheck, um, or within that 30 days is your personal open enrollment period.

Speaker speaker_1: Okay. So I'm actually within that first 30 days?

Speaker speaker_0: Correct, if you haven't started yet, yes.

Speaker speaker_1: Okay. Yes, I have started, but I'm still within that 30 days. Um-

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. So, um, I wanted to, if you don't mind, just trying to make sure I'm on the right track with this information.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I want to just sign up for employee medical and dental. And does that, um... Can you tell me the amount that would be or where I would get the, um, detailed information?

Speaker speaker_0: Um, yeah, I can email you a copy of the benefit guide, if that would help.

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: 'Cause I think I'm... Um, I think it was 5.99 per pay period for just an employee, um, and that's for medical. Is that correct?

Speaker speaker_0: Um, let's see. So, they have four different medical plans, um, one that covers preventative services at \$15.65, and then three others that cover hospitals, doctors, and medications ranging from \$16.78 to \$29.74. However, I think what you're talking about is the Virtual Primary Care through FreeRx, which is \$5.99 per week.

Speaker speaker_1: Okay. I have that one, but I don't see the prices for all of the options.

Speaker speaker_0: Yeah. So let me email you this copy of the benefit guide. Do you have a good email I can send this to?

Speaker speaker_1: I do. It would be, uh, williamsndeE12@gmail.com.

Speaker speaker_0: And just to confirm, williamsndeE12@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the-

Speaker speaker_1: This is also... Oh, I'm sorry. Go ahead.

Speaker speaker_0: So the email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay. And I'm sorry, one more question. So, they're broken down into three types of, um, services?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: If I wanted to get, say for instance, the... Ho- is it hospital or just, um, doctor medical care and preventive maintenance or preventive care, not maintenance... but preventive care, would I add those two amounts together per week?

Speaker speaker_0: Um, yes. So say if you wanted preventative services as well as hospital, doctors, and medications, you would combine the MEC with one of the VIP plans, yes.

Speaker speaker_1: Okay. And that's M- MEC?

Speaker speaker_0: Correct, the MEC, yes.

Speaker speaker_1: Plus the preventive maint- um, care?

Speaker speaker_0: Well, the MEC TeleRx, that is the preventative service plan.

Speaker speaker_1: Okay. And what is the other?

Speaker speaker_0: Um, so the other medical plans, the VIP plans, you have the VIP Standard, Classic, and Plus, which all cover your hospitals, doctors, and medications.

Speaker speaker_1: So, the MEC, I wouldn't get medication off of that one? Like if a doctor prescribes medication?

Speaker speaker_0: Um, no, ma'am. Um, so it actually comes with FreeRx, uh, benefit, which gives out free or discounted prescription coverage, so you do have some sort of medication benefit with the MEC TeleRx, it's just if you do go to the doctor with that MEC TeleRx medical plan they're - and they prescribe you medication, um, it wouldn't cover it under that medical plan. But since you have FreeRx included with the MEC, you could have your doctor write the prescription to FreeRx and either FreeRx can ship it to your house directly or you could pick it up at your local pharmacy.

Speaker speaker_1: Do you have a chart to break it down that way?

Speaker speaker_0: Um, yeah.

Speaker speaker_1: Like all in a packet?

Speaker speaker_0: So I... Uh, yeah, it's all in the benefit guide. Um, I emailed you that benefit guide which shows what's covered, what's not covered, how much carriers will pay, stuff like that.

Speaker speaker_1: Okay, great. Great. And so I still have a week so I don't have to panic and get it in?

Speaker speaker_0: Cor- Correct.

Speaker speaker_1: Okay. Okay, okay, awesome. Thank you so much for your assistance.

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

Speaker speaker_1: Okay, bye-bye.

Speaker speaker_0: All right. Bye-bye.