

Transcript: Justin

Mills-5784956436660224-6558180472700928

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Good morning. How you doing? Doing pretty well. And yourself? I'm okay. Um, I just was wondering, um, about my insurance. I need to see, um, a doctor and I was wondering, like, where can I go? I, I think it was, like, an online thing I had to do, like a virtual thing. Um, yeah. Let me check on that. What's that staffing agency you work for? Staff Pro. Staff Pro. And the last four of your Social? One sec. 7204. And what were your first and last name? Tonya Armstrong. Armstrong. And for security purposes, can you verify your home address, including city, state and zip code, Tonya? 3012 South 35th Floor, Lauderdale Estates, Florida 33311. And your date of birth? October 1st, 1989. And a good telephone number has 561-781-2533? Yes. And do you have a good email by any chance? It's my first and last name at iCloud.com. At, at iCloud, okay. So let's see here. So looking at the file, it looks like you're currently enrolled into short-term disability, vision and the MEC-TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that. I'm not seeing anything regarding virtual care visits. Wow. All right. Um, were you, were you needing your ID cards or something? No. I thought, like, I could, um, see, like, a doctor or something like that. No? Um, so as long as it's preventative services, so like annual exams, diabetes screenings, vaccinations, stuff like that. But do they have one where, like, I can see the doctor or something? Nobody. Um, so they do offer other medical plans that do cover hospitals, doctors and medications. It's just the enrollment form you selected or you submitted, um, you elected the MEC-TeleRx, which is the preventative healthcare service plan. Yeah, okay. I think they're the ones I'm after. I know that one was only screenings, but I, um, I chose... What was that again? I'm sorry. I said that one was only screenings, but I chose, like, vaccines, um, if it's for stuff like that. Correct. Um, so you submitted the enrollment form on December 11th of 2024, and those three things is what you were enrolled into. And it was, um, vision too, right? Vision and short-term disability. Yes. Okay. All right. How do I go for the vision? Uh, let's see. I can email you your vision ID card, and, um, the telephone numbers have been included in that email. If you provide them with your zip code, they will give you a list of those providers that's in that location. Okay. Okay. Um, do you mind if I place you on a brief hold while I do all of that for you? No, that's fine. Uh-huh. Okay. Hello. Tonya Armstrong with Vision. Tonya Armstrong. Awesome. Thank you so much for holding. So I will email you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Yeah. I see it. Yeah. Awesome. Well, is there anything else I could assist you with today? No, that's it. Okay. Well, thank you for calling Benefits in a Card and hope you have a wonderful day. Okay? Thank you. 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: Good morning. How you doing?

Speaker speaker_0: Doing pretty well. And yourself?

Speaker speaker_1: I'm okay. Um, I just was wondering, um, about my insurance. I need to see, um, a doctor and I was wondering, like, where can I go? I, I think it was, like, an online thing I had to do, like a virtual thing.

Speaker speaker_0: Um, yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: Staff Pro.

Speaker speaker_0: Staff Pro. And the last four of your Social?

Speaker speaker_1: One sec. 7204.

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

Speaker speaker_1: Tonya Armstrong.

Speaker speaker_0: Armstrong. And for security purposes, can you verify your home address, including city, state and zip code, Tonya?

Speaker speaker_1: 3012 South 35th Floor, Lauderdale Estates, Florida 33311.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 1st, 1989.

Speaker speaker_0: And a good telephone number has 561-781-2533?

Speaker speaker_1: Yes.

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

Speaker speaker_1: It's my first and last name at iCloud.com.

Speaker speaker_0: At, at iCloud, okay. So let's see here. So looking at the file, it looks like you're currently enrolled into short-term disability, vision and the MEC-TeleRx, which covers all of your preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that. I'm not seeing anything regarding virtual care visits.

Speaker speaker_1: Wow.

Speaker speaker_0: All right. Um, were you, were you needing your ID cards or something?

Speaker speaker_1: No. I thought, like, I could, um, see, like, a doctor or something like that. No?

Speaker speaker_0: Um, so as long as it's preventative services, so like annual exams, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: But do they have one where, like, I can see the doctor or something? Nobody.

Speaker speaker_0: Um, so they do offer other medical plans that do cover hospitals, doctors and medications. It's just the enrollment form you selected or you submitted, um, you elected the MEC-TeleRx, which is the preventative healthcare service plan.

Speaker speaker_1: Yeah, okay. I think they're the ones I'm after. I know that one was only screenings, but I, um, I chose...

Speaker speaker_0: What was that again? I'm sorry.

Speaker speaker_1: I said that one was only screenings, but I chose, like, vaccines, um, if it's for stuff like that.

Speaker speaker_0: Correct. Um, so you submitted the enrollment form on December 11th of 2024, and those three things is what you were enrolled into.

Speaker speaker_1: And it was, um, vision too, right?

Speaker speaker_0: Vision and short-term disability. Yes.

Speaker speaker_1: Okay. All right. How do I go for the vision?

Speaker speaker_0: Uh, let's see. I can email you your vision ID card, and, um, the telephone numbers have been included in that email. If you provide them with your zip code, they will give you a list of those providers that's in that location.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: No, that's fine. Uh-huh. Okay.

Speaker speaker_3: Hello. Tonya Armstrong with Vision.

Speaker speaker_1: Tonya Armstrong.

Speaker speaker_3: Awesome. Thank you so much for holding. So I will email you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay. Yeah. I see it. Yeah.

Speaker speaker_3: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Bye-bye.