

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Um, yes, I had a question. Um- Yes, ma'am? ... I actually, um, received, like, my Benefits card in the mail, like, about a week ago. Um, it's for my 10 Page of State Crown, and I was just trying to figure out, like, what all it's used for. Because they take the... the insurance, like the amount out every week from my paycheck for this card. And I haven't even used it once 'cause I... I... I don't know what you get with it, what you can do with it. All right. What's the last four of your social? 0717- First name? Kaitlyn. Last name? Gates. Right. For security purposes, can you verify address and date of birth for me? 2502 East 5th Street, Apartment 2, Dayton, Ohio 45403. And my date of birth is 8/16/1990. Thank you. So we got your phone number as 937-931-6769. I actually need to update the phone number. I just got a new phone number. All right. What's your new number? It is... wait, I think I wrote it down somewhere 'cause I knew I had to call my company too. It's 937-360-0848. Okay. And your email is katebeautiful77@gmail.com? Yeah, it's still the same. Thank you. All right. So you have the MEC TeleRx plan. That is a preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That's not... that does not include doctors or hospitals. It also gives you access to PreRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments. Okay. Like, can you see a doctor virtually or do you have to go into the clinics? So the virtual urgent care, it would be... it would be virtual. Okay, 'cause I was wondering about that because, like, um, I'm... I'm thinking that I need, like, an antibiotic because, um, I have, I think, infections in my mouth and I didn't know whether I would be able to call the doctor on that card or how it even worked. They're like, "You just have to call the 1-800 number and talk to them," 'cause I wasn't for sure on everything with it. Yes, ma'am. So you have complaints you have about- I was like, uh, you guys... I was like, well, they're taking money out of my check every week, but I don't... I don't know what the service is that I can use. Yeah, I understand. So yeah, you have... Do you have the benefits guide? I can send that to you as well. Um, I have the... You mean the physical card? No, the benefits guide that has, like, information- Oh, nope. ... about the coverage plans. Yeah, I don't have that. I just have, like, the actual physical hard card that they gave me in the mail. All right. So what I'm going to do, I'm going to go ahead and send you that benefits guide so you can see that as well. I just was trying to figure out the whole ordeal with, like, if I can talk to a doctor about getting, like, an antibiotic for what I'm dealing with. I wou-... I wouldn't be able to tell you what specifically you can talk to them about because we're not the carrier, we're just the plan administrator. Yeah. But I can give you the... the benefits guide that has the information and I can send that to you as well. Yeah, that would definitely help. That would definitely help. Then I'd have more of an understanding

on it. Yes, ma'am. So I just sent that to your email. Okay. So it basically works with everything except for hospital and... uh, what was the other one? I'm trying to remember. So I... I can't say yes to that question because we're not the carrier. That's a question you have to ask the carrier. I know that from, like, the information that I have from the benefits guide, it's good for preventative care services. Okay. And was there anything- Yeah, I'll make sure to read more on the guide. Did you receive it? Yes. All right. Well, was there anything else I can help you with today, Ms. Gates? No. Thank you, sir. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Um, yes, I had a question. Um-

Speaker speaker_0: Yes, ma'am?

Speaker speaker_1: ... I actually, um, received, like, my Benefits card in the mail, like, about a week ago. Um, it's for my 10 Page of State Crown, and I was just trying to figure out, like, what all it's used for. Because they take the... the insurance, like the amount out every week from my paycheck for this card. And I haven't even used it once 'cause I... I... I don't know what you get with it, what you can do with it.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 0717-

Speaker speaker_0: First name?

Speaker speaker_1: Kaitlyn.

Speaker speaker_0: Last name?

Speaker speaker_1: Gates.

Speaker speaker_0: Right. For security purposes, can you verify address and date of birth for me?

Speaker speaker_1: 2502 East 5th Street, Apartment 2, Dayton, Ohio 45403. And my date of birth is 8/16/1990.

Speaker speaker_0: Thank you. So we got your phone number as 937-931-6769.

Speaker speaker_1: I actually need to update the phone number. I just got a new phone number.

Speaker speaker_0: All right. What's your new number?

Speaker speaker_1: It is... wait, I think I wrote it down somewhere 'cause I knew I had to call my company too. It's 937-360-0848.

Speaker speaker_0: Okay. And your email is katebeautiful77@gmail.com?

Speaker speaker_1: Yeah, it's still the same.

Speaker speaker_0: Thank you. All right. So you have the MEC TeleRx plan. That is a preventative care plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That's not... that does not include doctors or hospitals. It also gives you access to PreRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with access to virtual urgent care appointments.

Speaker speaker_1: Okay. Like, can you see a doctor virtually or do you have to go into the clinics?

Speaker speaker_0: So the virtual urgent care, it would be... it would be virtual.

Speaker speaker_1: Okay, 'cause I was wondering about that because, like, um, I'm... I'm thinking that I need, like, an antibiotic because, um, I have, I think, infections in my mouth and I didn't know whether I would be able to call the doctor on that card or how it even worked. They're like, "You just have to call the 1-800 number and talk to them," 'cause I wasn't for sure on everything with it.

Speaker speaker_0: Yes, ma'am. So you have complaints you have about-

Speaker speaker_1: I was like, uh, you guys... I was like, well, they're taking money out of my check every week, but I don't... I don't know what the service is that I can use.

Speaker speaker_0: Yeah, I understand. So yeah, you have... Do you have the benefits guide? I can send that to you as well.

Speaker speaker_1: Um, I have the... You mean the physical card?

Speaker speaker_0: No, the benefits guide that has, like, information-

Speaker speaker_1: Oh, nope.

Speaker speaker_0: ... about the coverage plans.

Speaker speaker_1: Yeah, I don't have that. I just have, like, the actual physical hard card that they gave me in the mail.

Speaker speaker_0: All right. So what I'm going to do, I'm going to go ahead and send you that benefits guide so you can see that as well.

Speaker speaker_1: I just was trying to figure out the whole ordeal with, like, if I can talk to a doctor about getting, like, an antibiotic for what I'm dealing with.

Speaker speaker_0: I wou-... I wouldn't be able to tell you what specifically you can talk to them about because we're not the carrier, we're just the plan administrator.

Speaker speaker_1: Yeah.

Speaker speaker_0: But I can give you the... the benefits guide that has the information and I can send that to you as well.

Speaker speaker_1: Yeah, that would definitely help. That would definitely help. Then I'd have more of an understanding on it.

Speaker speaker_0: Yes, ma'am. So I just sent that to your email.

Speaker speaker_1: Okay. So it basically works with everything except for hospital and... uh, what was the other one? I'm trying to remember.

Speaker speaker_0: So I... I can't say yes to that question because we're not the carrier. That's a question you have to ask the carrier. I know that from, like, the information that I have from the benefits guide, it's good for preventative care services.

Speaker speaker_1: Okay.

Speaker speaker_0: And was there anything-

Speaker speaker_1: Yeah, I'll make sure to read more on the guide.

Speaker speaker_0: Did you receive it?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Gates?

Speaker speaker_1: No. Thank you, sir.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.