

Transcript: Malcolm

Nash-5365771532713984-5448683225563136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits Mercado. This is Malcolm, how can I help you? Hello. Um, I am, uh, signing up for benefits online through Creative Circle. And, I had just a quick question on the section, uh, in reference to the M-E-C tel-e-Rx. Um- Yes. I was just curious about exactly what that was. The M-E-C tel-e-Rx? Yes. All right. So, M-E-C tel-e-Rx is a preventative care plan. That's good for like wellness checks, physicals, vaccinations- Mm-hmm. ... cancer screenings, Pap smears and mammograms for women, any preventative care services, which also includes the free Rx prescriptions, which gives you access to no-cost generic medications, diabetic supplies and discounts on over-the-counter medications. Okay. So the free Rx is included in that one, so I don't have to sign up for free Rx and that? Yes, ma'am. Okay. So I do select that one, and then... Okay. Okay. And then, if I selected a medical plan, that's just additional coverage on top of the medical plan that I selected? So, the medical plan is separate from the Stay Healthy plan. So the medical plan covers doctors, hospitals and prescriptions. The Stay Healthy covers preventative services, which is not included in the Insure Plus plan. Gotcha, okay. So that's additional, uh, but I can have both? Yes, ma'am. Okay. Okay, perfect. Well, and then, eh, the total, the election total would be how much would come out of each weekly... check that I Yes, this is- ... pay, hmm? Yeah, the premiums come out weekly. Okay. Okay, got it. All righty. All righty. Well, thank you. No problem, ma'am. Was there anything else I could help you with today? Nope, that's it. Thank you so much. All right, thanks. Uh, no problem. Thanks for calling Benefits Mercado. Hope you have a great weekend. You too. Bye-bye. Take care. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits Mercado. This is Malcolm, how can I help you?

Speaker speaker_2: Hello. Um, I am, uh, signing up for benefits online through Creative Circle. And, I had just a quick question on the section, uh, in reference to the M-E-C tel-e-Rx. Um-

Speaker speaker_1: Yes.

Speaker speaker_2: I was just curious about exactly what that was.

Speaker speaker_1: The M-E-C tel-e-Rx?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So, M-E-C tel-e-Rx is a preventative care plan. That's good for like wellness checks, physicals, vaccinations-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... cancer screenings, Pap smears and mammograms for women, any preventative care services, which also includes the free Rx prescriptions, which gives you access to no-cost generic medications, diabetic supplies and discounts on over-the-counter medications.

Speaker speaker_2: Okay. So the free Rx is included in that one, so I don't have to sign up for free Rx and that?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. So I do select that one, and then... Okay. Okay. And then, if I selected a medical plan, that's just additional coverage on top of the medical plan that I selected?

Speaker speaker_1: So, the medical plan is separate from the Stay Healthy plan. So the medical plan covers doctors, hospitals and prescriptions. The Stay Healthy covers preventative services, which is not included in the Insure Plus plan.

Speaker speaker_2: Gotcha, okay. So that's additional, uh, but I can have both?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay, perfect. Well, and then, eh, the total, the election total would be how much would come out of each weekly... check that I

Speaker speaker_3: Yes, this is-

Speaker speaker_2: ... pay, hmm?

Speaker speaker_3: Yeah, the premiums come out weekly.

Speaker speaker_2: Okay. Okay, got it. All righty. All righty. Well, thank you.

Speaker speaker_1: No problem, ma'am. Was there anything else I could help you with today?

Speaker speaker_2: Nope, that's it. Thank you so much.

Speaker speaker_1: All right, thanks. Uh, no problem. Thanks for calling Benefits Mercado. Hope you have a great weekend.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Take care. Bye.