

Transcript: Pearl

Rojas-4681805073530880-6261090183856128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning My name is Pearl How may I assist you? Yes, my name is Susan Nych, N-Y-C-H. Can I place your... Ye- uh, ho- I, I have benefits through PRC Staffing and I, I can't find, um, what my selections were for the 2025 year. Can you help me with that? Of course, what are the last four digits of your Social? 4726. And you said Create a Circle? No, TRC Staffing. Oh, I'm sorry. That's okay. And then can you confirm your name, your, um, sorry, your address and date of birth? Address is 5101 Woodacres Road, Southwest, Oakwood, Georgia 30566. Date of birth's 4/24/66. Um, can I have your phone number as 470-678-8315? Yes. Can I have your email address for that account? Yes. Okay. So I currently have you enrolled in group accident, dental, short-term disability, critical illness- Mm-hmm. ... term life, 2 life insurance, vision, VIP Plus which is your medical, and any... and MEC TelRx which is your preventative health at 3Rx in one, and it is all for employee only. I'm sorry, c- I, I know it's all for employer. Can you, um, slow down? So I got group accident and- Dental. ... can you read that to me one more time? Dental, okay. Short-term disability. Okay. Critical illness. Okay. Term life. Okay. Vision. Okay. VIP Plus which is your medical. V- VIP Plus? VIP Plus. VIP Plus, okay. And the MEC TelRx. Okay. And what does that give me? That plan is preventative health. Preventative health, okay. And what is the prescription coverage on it? VRX. Is there a prescription... How, how do I reach the prescription or get prescription coverage? Um, so you would go to freerx.com and in the top right-hand corner, you would just register. And I'm sorry, what i- Can you break that down for me again? You would go to freerx.com. FreeRx, okay, thank you. Yes. Then you'll go to the top right-hand corner and then register there. Um, I believe it says member login. Okay. And the VI Plus gets me... is that the four visits a year? Mm-hmm. So when you go to the VR- the VRX website. Yes. And you wouldn't choose join now, you would choose, um, member login and then you'll just register and put all your information in. Okay. And what does the short-term disability coverage? 3... Uh, so short-term disability pays up to \$650 for 90 days. Okay, and, and how does that work? So, uh, um, so the injury or illness has to be, um, a one that's covered under... or one that's covered, um, they have a list of covered injuries and sicknesses. Um, and then if it is one of those, uh, injuries and sicknesses then they would, um, pay up to that amount for the 90 days, um, and then it's paid directly to you. It's not paid to your employer or to your doctors and 3... It goes, it gets paid directly to you. Um, but yeah, I think the injury or sickness has to be one of the covered ones. Okay. And is there anything to do with mental illness as one of the coverages on that? Um, uh, you, you are not signed up for, um, behavioral or mental health. They do offer that plan but you're not signed, you're not enrolled in it. And what is covered? So there's no... um, that's not covered under short-term disability? So y- you mean like seeing a mental health professional? Y- if I need short-term disability for, like, a mental breakdown or mental health crisis. 3... Well, you

would have to speak to American Public Life or to APL about that. I'm not sure if that would be a covered situation. Okay. And how do I reach them? I can transfer you over if you'd like. Thank you. No problem. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

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

Speaker speaker_1: Good morning My name is Pearl How may I assist you?

Speaker speaker_2: Yes, my name is Susan Nych, N-Y-C-H.

Speaker speaker_1: Can I place your...

Speaker speaker_2: Ye- uh, ho- I, I have benefits through PRC Staffing and I, I can't find, um, what my selections were for the 2025 year. Can you help me with that?

Speaker speaker_1: Of course, what are the last four digits of your Social?

Speaker speaker_2: 4726.

Speaker speaker_1: And you said Create a Circle?

Speaker speaker_2: No, TRC Staffing.

Speaker speaker_1: Oh, I'm sorry.

Speaker speaker_2: That's okay.

Speaker speaker_1: And then can you confirm your name, your, um, sorry, your address and date of birth?

Speaker speaker_2: Address is 5101 Woodacres Road, Southwest, Oakwood, Georgia 30566. Date of birth's 4/24/66.

Speaker speaker_1: Um, can I have your phone number as 470-678-8315?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address for that account?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I currently have you enrolled in group accident, dental, short-term disability, critical illness-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... term life, 2 life insurance, vision, VIP Plus which is your medical, and any... and MEC TelRx which is your preventative health at 3Rx in one, and it is all for employee only.

Speaker speaker_2: I'm sorry, c- I, I know it's all for employer. Can you, um, slow down? So I got group accident and-

Speaker speaker_1: Dental.

Speaker speaker_2: ... can you read that to me one more time? Dental, okay.

Speaker speaker_1: Short-term disability.

Speaker speaker_2: Okay.

Speaker speaker_1: Critical illness.

Speaker speaker_2: Okay.

Speaker speaker_1: Term life.

Speaker speaker_2: Okay.

Speaker speaker_1: Vision.

Speaker speaker_2: Okay.

Speaker speaker_1: VIP Plus which is your medical.

Speaker speaker_2: V- VIP Plus?

Speaker speaker_1: VIP Plus.

Speaker speaker_2: VIP Plus, okay.

Speaker speaker_1: And the MEC TelRx.

Speaker speaker_2: Okay. And what does that give me?

Speaker speaker_1: That plan is preventative health.

Speaker speaker_2: Preventative health, okay. And what is the prescription coverage on it?

Speaker speaker_1: VRX.

Speaker speaker_2: Is there a prescription... How, how do I reach the prescription or get prescription coverage?

Speaker speaker_1: Um, so you would go to freerx.com and in the top right-hand corner, you would just register.

Speaker speaker_2: And I'm sorry, what i- Can you break that down for me again?

Speaker speaker_1: You would go to freerx.com.

Speaker speaker_2: FreeRx, okay, thank you.

Speaker speaker_1: Yes. Then you'll go to the top right-hand corner and then register there. Um, I believe it says member login.

Speaker speaker_2: Okay. And the VI Plus gets me... is that the four visits a year?

Speaker speaker_1: Mm-hmm. So when you go to the VR- the VRX website.

Speaker speaker_2: Yes.

Speaker speaker_1: And you wouldn't choose join now, you would choose, um, member login and then you'll just register and put all your information in.

Speaker speaker_2: Okay. And what does the short-term disability coverage? 3...

Speaker speaker_1: Uh, so short-term disability pays up to \$650 for 90 days.

Speaker speaker_2: Okay, and, and how does that work?

Speaker speaker_1: So, uh, um, so the injury or illness has to be, um, a one that's covered under... or one that's covered, um, they have a list of covered injuries and sicknesses. Um, and then if it is one of those, uh, injuries and sicknesses then they would, um, pay up to that amount for the 90 days, um, and then it's paid directly to you. It's not paid to your employer or to your doctors and 3... It goes, it gets paid directly to you. Um, but yeah, I think the injury or sickness has to be one of the covered ones.

Speaker speaker_2: Okay. And is there anything to do with mental illness as one of the coverages on that?

Speaker speaker_1: Um, uh, you, you are not signed up for, um, behavioral or mental health. They do offer that plan but you're not signed, you're not enrolled in it.

Speaker speaker_2: And what is covered? So there's no... um, that's not covered under short-term disability?

Speaker speaker_1: So y- you mean like seeing a mental health professional?

Speaker speaker_2: Y- if I need short-term disability for, like, a mental breakdown or mental health crisis. 3...

Speaker speaker_1: Well, you would have to speak to American Public Life or to APL about that. I'm not sure if that would be a covered situation.

Speaker speaker_2: Okay. And how do I reach them?

Speaker speaker_1: I can transfer you over if you'd like.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you.