

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, my name is Mary. I call about the Benefits in a Card. Okay, how can I assist you? Yeah, so I want to add on. Okay. And the- What's the name of the staffing agency you work for? Say that again, please. The name of the staffing agency you work for. Oh, E-Health Team. The E-Health Team. I'm sorry, what was that? The E-Health Team. The Resource? Yes. And the last four digits of your Social? 55305. Okay. And your address and date of birth? Uh, April 1st, 1971. And your address? Uh, 3571 Ramsey Street, Apartment 2C, High Point, NC 27265. Okay, I have your phone number as 281-854-9184. Six, oh, yes, ma'am. Okay. I have you enrolled in the MEC TelRx. That's a preventative health plan. Did you want to change it? No. All right, uh, oh, you see me in Yes, it's a preventative health plan. Yeah. I don't want to change it. Okay. Do you have any other questions? Uh, medical for me and my husband? Excuse me? The plan. The plan is preventative health so it's your annual physical, immunizations, some STD screenings, some cancer screenings, things like that. You can't go to the doctor or ER. How about the dental? That's a different plan. Did you want to add it? Yes. I did for me and my husband. We, we called you on, on January 27th to get your husband's information but nobody answered. You call who? Do you want to add your husband? Yes. Okay. So, do you want to add a medical plan too? Yes, I remember when I filled out the application at the E-Health Team. I filled the application. I, uh, I make a choice for employee in all, in any plan. I take the first one, \$20.55. Um, I have that you chose a plan that was \$25.58 but you didn't give us your husband's information. Oh, yeah, I give you my... I, I take them too, also, me and my husband for 6.50, \$6.50. I paid for vision, me and my husband's vis- I'm sorry? Mm-hmm. Anything else? Uh, uh, dental, medical, dental and vision. Okay. So, you want to add a medical plan? Yes, that, a medical plan. The medical plan is for 20.55? No, um, no, that is not a medical plan. That's preventative health. If, if you want a medical plan, it would either be the VIP Classic for \$35.76 or VIP Basic for \$28.68. Oh. When I have Stay Healthy MEC, that I take, I took Stay Healthy, this is not a medical plan? It, that's preventative health. You can't go to the doctor with that plan. Oh. Well... Okay. Okay, let me... Give me, uh, the basic, VIP basic plan. Okay, so those three plans, every week they're going to take \$39.20 from your check, okay? \$39? Okay, okay, you include, um, the dental and the vision? Yes, dental, vision and medical. Okay, how much again? \$39.20. Okay. Uh, let me give you the information for my husband. Okay, give me one moment. What is his name? The first name, um, Matthew. M-A-T-H-I-E-W. Matthew. Last name? The last name Folestar. F-O like me. Okay. So they mail it, say Folestar. Okay, and what's his full social? Oh, hold on. Do you know social number, Matthew? Hold on. Hmm? One moment, please. Mm-hmm. You got it in front of you? On file. have plan on being on you. Okay, speak it two, seven, nine, one, one, four, zero. Okay. You said three eight two seven nine one one four

zero? No, six eight two. Six eight two, okay. Seven nine eleven 40. Okay, and his birthday? August 2nd, 1967. All righty, I have that information in the system. Do you have any questions? No. When I'm going to receive my card? When I can use it? The week after your first deduction. Oh. You gonna do it this month or next month? This month- I'm not sure, it depends on your staffing agency. Ah, okay. Okay. Uh, I receive the card... When I receive the card, I can use it? Yes. Okay. Okay, now I want to know what, um, clinic or hospital I can use the card? Uh, when you receive your card, there's going to be a number on the back that says find a provider and you'll be able to call in. They'll tell you the providers in your area. Okay. Okay. But about the dental, give me some information. The insurance, I can do X-ray, extraction, extraction or what, what I can benefit on the- So, your basic cleaning and checkup is covered at 100% once per six months. Non-surgical extractions, X-rays and fillings are covered at 80% after you pay the \$50 deductible. And things like crowns and braces are not covered. Well, what is not covered? Crowns and braces. Oh, okay. Okay, thank you. No problem. Thank you. How about the vision? The vision, uh, when I go to the doctor, uh, they give me the frames? With the vision, there's a \$10 copay for your eye exam. A \$25 copay for your frames and lenses. And they give you up to \$130 for the frames. Okay. Okay, thank you. Thank you so much for calling. You have a great day. You too, ma'am. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Yeah, my name is Mary. I call about the Benefits in a Card.

Speaker speaker_0: Okay, how can I assist you?

Speaker speaker_1: Yeah, so I want to add on.

Speaker speaker_0: Okay.

Speaker speaker_1: And the-

Speaker speaker_0: What's the name of the staffing agency you work for?

Speaker speaker_1: Say that again, please.

Speaker speaker_0: The name of the staffing agency you work for.

Speaker speaker_1: Oh, E-Health Team. The E-Health Team.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: The E-Health Team.

Speaker speaker_0: The Resource?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 55305.

Speaker speaker_0: Okay. And your address and date of birth?

Speaker speaker_1: Uh, April 1st, 1971.

Speaker speaker_0: And your address?

Speaker speaker_1: Uh, 3571 Ramsey Street, Apartment 2C, High Point, NC 27265.

Speaker speaker_0: Okay, I have your phone number as 281-854-9184.

Speaker speaker_1: Six, oh, yes, ma'am.

Speaker speaker_0: Okay. I have you enrolled in the MEC TelRx. That's a preventative health plan. Did you want to change it?

Speaker speaker_1: No. All right, uh, oh, you see me in

Speaker speaker_2: Yes, it's a preventative health plan.

Speaker speaker_1: Yeah. I don't want to change it.

Speaker speaker_0: Okay. Do you have any other questions?

Speaker speaker_1: Uh, medical for me and my husband?

Speaker speaker_0: Excuse me?

Speaker speaker_1: The plan.

Speaker speaker_0: The plan is preventative health so it's your annual physical, immunizations, some STD screenings, some cancer screenings, things like that. You can't go to the doctor or ER.

Speaker speaker_1: How about the dental?

Speaker speaker_0: That's a different plan. Did you want to add it?

Speaker speaker_1: Yes. I did for me and my husband.

Speaker speaker_0: We, we called you on, on January 27th to get your husband's information but nobody answered.

Speaker speaker_1: You call who?

Speaker speaker_0: Do you want to add your husband?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, do you want to add a medical plan too?

Speaker speaker_1: Yes, I remember when I filled out the application at the E-Health Team. I filled the application. I, uh, I make a choice for employee in all, in any plan. I take the first one, \$20.55.

Speaker speaker_0: Um, I have that you chose a plan that was \$25.58 but you didn't give us your husband's information.

Speaker speaker_1: Oh, yeah, I give you my... I, I take them too, also, me and my husband for 6.50, \$6.50. I paid for vision, me and my husband's vis-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Anything else?

Speaker speaker_1: Uh, uh, dental, medical, dental and vision.

Speaker speaker_0: Okay. So, you want to add a medical plan?

Speaker speaker_1: Yes, that, a medical plan. The medical plan is for 20.55?

Speaker speaker_0: No, um, no, that is not a medical plan. That's preventative health. If, if you want a medical plan, it would either be the VIP Classic for \$35.76 or VIP Basic for \$28.68.

Speaker speaker_1: Oh. When I have Stay Healthy MEC, that I take, I took Stay Healthy, this is not a medical plan?

Speaker speaker_0: It, that's preventative health. You can't go to the doctor with that plan.

Speaker speaker_1: Oh. Well... Okay. Okay, let me... Give me, uh, the basic, VIP basic plan.

Speaker speaker_0: Okay, so those three plans, every week they're going to take \$39.20 from your check, okay?

Speaker speaker_1: \$39? Okay, okay, you include, um, the dental and the vision?

Speaker speaker_0: Yes, dental, vision and medical.

Speaker speaker_1: Okay, how much again?

Speaker speaker_0: \$39.20.

Speaker speaker_1: Okay. Uh, let me give you the information for my husband.

Speaker speaker_0: Okay, give me one moment. What is his name?

Speaker speaker_1: The first name, um, Matthew. M-A-T-H-I-E-W. Matthew.

Speaker speaker_0: Last name?

Speaker speaker_1: The last name Folestar. F-O like me.

Speaker speaker_0: Okay.

Speaker speaker_1: So they mail it, say Folestar.

Speaker speaker_0: Okay, and what's his full social?

Speaker speaker_1: Oh, hold on. Do you know social number, Matthew?

Speaker speaker_3: Hold on.

Speaker speaker_1: Hmm? One moment, please.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You got it in front of you?

Speaker speaker_3: On file.

Speaker speaker_1: have plan on being on you. Okay, speak it two, seven, nine, one, one, four, zero.

Speaker speaker_0: Okay. You said three eight two seven nine one one four zero?

Speaker speaker_1: No, six eight two.

Speaker speaker_0: Six eight two, okay.

Speaker speaker_1: Seven nine eleven 40.

Speaker speaker_0: Okay, and his birthday?

Speaker speaker_1: August 2nd, 1967.

Speaker speaker_0: All righty, I have that information in the system. Do you have any questions?

Speaker speaker_1: No. When I'm going to receive my card? When I can use it?

Speaker speaker_0: The week after your first deduction.

Speaker speaker_1: Oh. You gonna do it this month or next month? This month-

Speaker speaker_0: I'm not sure, it depends on your staffing agency.

Speaker speaker_1: Ah, okay. Okay. Uh, I receive the card... When I receive the card, I can use it?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Okay, now I want to know what, um, clinic or hospital I can use the card?

Speaker speaker_0: Uh, when you receive your card, there's going to be a number on the back that says find a provider and you'll be able to call in. They'll tell you the providers in your area.

Speaker speaker_1: Okay. Okay. But about the dental, give me some information. The insurance, I can do X-ray, extraction, extraction or what, what I can benefit on the-

Speaker speaker_0: So, your basic cleaning and checkup is covered at 100% once per six months. Non-surgical extractions, X-rays and fillings are covered at 80% after you pay the \$50 deductible. And things like crowns and braces are not covered.

Speaker speaker_1: Well, what is not covered?

Speaker speaker_0: Crowns and braces.

Speaker speaker_1: Oh, okay. Okay, thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: How about the vision? The vision, uh, when I go to the doctor, uh, they give me the frames?

Speaker speaker_0: With the vision, there's a \$10 copay for your eye exam. A \$25 copay for your frames and lenses. And they give you up to \$130 for the frames.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too, ma'am. Bye.