

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-Ro pleasure speaking with? Uh, it's Ch- Cheryl Stadt. And how can I assist you? I'm sorry? How can I assist you? Um, well, I was trying to see what my coverage is, where I can find that. Mm-hmm. I have- MEC- ... um, coverage, I guess. Okay. Do you know if it's MEC Enhanced or MEC Tell RX? It just says MEC coverage. Hmm. Okay. What's the name of the staffing agency you work for? Say that again? The name of the staffing agency you work for? For Stella. Okay. And the last four digits of your Social? 1125. All righty, and... Uh, give me one moment here. Here you are. And I need to confirm your address and date of birth for me. 5890 Brentwood Street, Arvada, Colorado 42858. And I have your phone number as 303-763-0525? Yes. Okay, so that MEC Tell Rx plan that you have is preventative health with telehealth services Rx included. So, um- I'm sorry. You're cutting out. ... you can go into a doctor's office for your annual physical. You're cutting out. I'm sorry, do I sound better? Yeah. So what, hello? What did you say? Yes. All right. So that, uh, that MEC- Yeah, I'm here. ... on MEC plan you can go... You can go into the doctor's office for your, um, preventive health services like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. But you can't go to the doctor if you're feeling sick already or it's a regular checkup. You can see- Okay. ... a doctor via tele- Go ahead. Via telehealth- telehealth services, which is webcam. Um, you just can't go in to see a doctor but your sick. It has to be preventative visits only. Okay, so does it cover vaccinations like COVID and those kind of things? Flu shots? Um, it's cov- it covers some immu- immunizations. I'm not sure which ones exactly. Let me see if we have that information here. Let me see. I thought I needed to get an, uh, the new updated COVID. I need to get shingles and I need to get the RSV. Okay, let's take a look here. Okay, so immunizations, it covers influenza, tetanus, diptheria, pertussis, var- varicella, HPV, shingles, measles, mumps, rubella, um, pneumococcal, meningococcal, hepatitis A and B. That's the, those are the, the, uh- So does it cover- ... vaccines. ... a flu, flu, a flu shot? Hmm, it doesn't have that specifically on the chart that we are given. I can transfer you over to the, the insurance carrier and you can f- confirm the other specific ones that you- Yeah, that would... So h- how can I get, like, a copy of what my coverage is? 'Cause I seem to have lost it. Um, I can send you a copy of the benefit guide and then, um, your plan- Okay. ... is on page 12. Okay. Okay. There's... And you can... And I have your email address at C, um, C, your last name 56 at gmail.com? Yeah. C as in C T A D T at sub 56, uh, at gmail.com. cstadt56 at gmail.com. Yes. And this email's gonna come from info@benefitsdenacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder. Okay? Okay. And then send me the chart too for ve- immu- uh, vaccinations. Yes. So the... What is covered under your plan is on page 12 with the action number 12 on it. Okay? And it'll have the im- immuni- immunizations also, or the

vaccinations? Yep. It'll have that information- Okay. ... on there as well. All right, thank you. Bye. No problem. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-Ro pleasure speaking with?

Speaker speaker_1: Uh, it's Ch- Cheryl Stadt.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, well, I was trying to see what my coverage is, where I can find that.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I have-

Speaker speaker_0: MEC-

Speaker speaker_1: ... um, coverage, I guess.

Speaker speaker_0: Okay. Do you know if it's MEC Enhanced or MEC Tell RX?

Speaker speaker_1: It just says MEC coverage.

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

Speaker speaker_1: Say that again?

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

Speaker speaker_1: For Stella.

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

Speaker speaker_1: 1125.

Speaker speaker_0: All righty, and... Uh, give me one moment here. Here you are. And I need to confirm your address and date of birth for me.

Speaker speaker_1: 5890 Brentwood Street, Arvada, Colorado 42858.

Speaker speaker_0: And I have your phone number as 303-763-0525?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so that MEC Tell Rx plan that you have is preventative health with telehealth services Rx included. So, um-

Speaker speaker_1: I'm sorry. You're cutting out.

Speaker speaker_0: ... you can go into a doctor's office for your annual physical.

Speaker speaker_1: You're cutting out.

Speaker speaker_0: I'm sorry, do I sound better?

Speaker speaker_1: Yeah.

Speaker speaker_0: So what, hello?

Speaker speaker_1: What did you say? Yes.

Speaker speaker_0: All right. So that, uh, that MEC-

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: ... on MEC plan you can go... You can go into the doctor's office for your, um, preventive health services like your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. But you can't go to the doctor if you're feeling sick already or it's a regular checkup. You can see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a doctor via tele-

Speaker speaker_1: Go ahead.

Speaker speaker_0: Via telehealth- telehealth services, which is webcam. Um, you just can't go in to see a doctor but your sick. It has to be preventative visits only.

Speaker speaker_1: Okay, so does it cover vaccinations like COVID and those kind of things? Flu shots?

Speaker speaker_0: Um, it's cov- it covers some immu- immunizations. I'm not sure which ones exactly. Let me see if we have that information here. Let me see.

Speaker speaker_1: I thought I needed to get an, uh, the new updated COVID. I need to get shingles and I need to get the RSV.

Speaker speaker_0: Okay, let's take a look here. Okay, so immunizations, it covers influenza, tetanus, diphtheria, pertussis, var- varicella, HPV, shingles, measles, mumps, rubella, um, pneumococcal, meningococcal, hepatitis A and B. That's the, those are the, the, uh-

Speaker speaker_1: So does it cover-

Speaker speaker_0: ... vaccines.

Speaker speaker_1: ... a flu, flu, a flu shot?

Speaker speaker_0: Hmm, it doesn't have that specifically on the chart that we are given. I can transfer you over to the, the insurance carrier and you can f- confirm the other specific ones that you-

Speaker speaker_1: Yeah, that would... So h- how can I get, like, a copy of what my coverage is? 'Cause I seem to have lost it.

Speaker speaker_0: Um, I can send you a copy of the benefit guide and then, um, your plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is on page 12.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. There's... And you can... And I have your email address at C, um, C, your last name 56 at gmail.com?

Speaker speaker_1: Yeah. C as in C T A D T at sub 56, uh, at gmail.com. cstadt56 at gmail.com.

Speaker speaker_0: Yes. And this email's gonna come from info@benefitsdenacard.com. It should go to your inbox. If you don't see it in your inbox, try the spam or junk folder. Okay?

Speaker speaker_1: Okay. And then send me the chart too for ve- immu- uh, vaccinations.

Speaker speaker_0: Yes. So the... What is covered under your plan is on page 12 with the action number 12 on it. Okay?

Speaker speaker_1: And it'll have the im- immuni- immunizations also, or the vaccinations?

Speaker speaker_0: Yep. It'll have that information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on there as well.

Speaker speaker_1: All right, thank you. Bye.

Speaker speaker_0: No problem. Bye-bye.