

## **Transcript: Sara**

**Marulanda-5502260921974784-5906757653577728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Gregory Lewis. Hello, Mr. Lewis. How may I help you? Uh, yes, I just got this card in the mail. And it's a, I think it's some type of medical card. Okay. Um, let me check that for you. What, um, agency are you working with, what, what staffing? Uh, Wagner Staffing. Wagner. Okay. And may I have the last four of your Social, please? 0101. Okay, Mr. Lewis. And just for security purposes, sir, can you please verify your address and date of birth? 334 Elizabeth Lane, Griffin, Georgia, 30223. Date of birth is 7/2/'67. Thank you very much. And we don't have any phone number or email address to contact you. Would you like to provide us with that information? Excuse me? I say, we don't have any phone number or email address where to contact you. Um, I was wondering if you can you- Oh, I got a phone number. Yes, could you tell me what it is? Yeah, you can get my phone number. 470- Okay. ... 402- Okay. ... 6367. Thank you very much, sir. I really appreciate it. Okay, let's see. Well, you are enrolled on a preventive care plan. Uh-huh. That's why you recei-... He's, I'm telling you, sir, that you are enrolled on a preventive care plan. That's, uh, why you received that ID card. That plan will cover for, uh, one physical yearly examination, um... Okay, let me get you that information. Hold on, ta-da. Okay, blood pressure screenings, uh, cholesterol, uh, colorectal cancer, depression, diabetes, hepatitis, uh, syphilis, HIV, lung cancer, tuberculosis, all those screenings are covered. It will cover for, um, immunizations like influenza, tetanus, diphtheria, pertussis, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis, and it will cover for, um, virtual care. Like if you're sick and you, you need a doctor, you can do that, uh, through a phone. Virtual care. And, um, yes, that's all what you got to, um, if you are enrolled at. That's your plan. So you're saying I can go to the dentist and everything with this card? No, that one is just preventative. With the dentist, it should be another, um, another plans, like dental plan, or vision. Those are additional benefit options. You was already enrolled by the company, but only for preventative care. Let me check something here. Um... Well, you're still under your personal open enrollment period, so at this moment, if you want to add any plan, any coverage, uh, you are allowed to do it. No, I just wanna know what, what can I do with this card? What it's for? Well, that's what I explained to you. Uh, I mean, uh, you can go to get all those screenings that I just mentioned, the... What- Like HbA1c test. I'm sorry? Go ahead. Go ahead. Hepatitis test, hepatitis, uh, syphilis, lung cancer, tuberculosis, colorectal cancer, depression, diabetes, cholesterol, blood pressure, aortic aneurysm. All those screenings are covered 100%. You will, uh, get immunizations like influenza, tetanus, diphtheria, pertussis, varicella, shingles, measles, mumps, rubella, pneumococcal, HPV, meningococcal, hepatitis A and B. Those, um, vaccinations are included as well, and you are allowed to use, uh, like, a virtual care with this card. Like video calls with the doctor. But that's all what your coverage, uh, what your plan

covers. And one physical examination, one per year. Oh, it's a, uh, yeah, it's a no-duck-weather package. It say, uh, it says medical and, uh, pharmacy on this card. Yes, but... Yeah, but what it covers is what I'm explaining to you. The other one, if you want, uh, like a bigger coverage, it should be under Hospital Indemnity. Hospital Indemnity is the one that covers, uh, hospitalization, uh, surgeries, ER, doctor appointments, physical doctor appointments. But it's a different plan. The, the one that you was already enrolled is the Stay Healthy MEC, which is just preventative. Oh, so I can go to the doctor with this card, right? No, sir. Just for one physical yearly examination. The, um, the test I just mentioned, the screenings, or for a vaccination. Oh. Oh, okay. Okay. I don't understand because it got pharmacy and medical and back. Or it got, it got Wagner Staffing and then- Yeah, it, it will cover- ... and it got medical. Okay, the prescriptions it will cover is gonna be, uh, preventative, um, medications. Oh. That would, would... That would be, uh, through, uh, MedTrak. They will cover some prescriptions like aspirin, um, let me see what else. Aspirin-... eh, statins like for cholesterol. Yeah. Well, my God, I really don't get an understanding of it though, but, all right. Thank you. I mean, if you want to keep it, you can keep it. If you want to cancel it, I can go ahead and cancel it. I mean... Or if you want to enroll on any other plans, you still have time to enroll. You have until the 27th to enroll. Yeah. Well, uh, is there any way I can get en- enrolled and, uh, can I, can I, like, cancel this one and get enrolled like the, um, like dental and vision? Sure. Let me explain you what they cover. Give me just a minute. Uh, dental plan. For yourself only? Yeah. Okay. The dental plan will cost you \$3.38 per week. If you go for a preventive visitation, like a cleaning, they will cover 100% with no deductible. If you're going for a basic non-surgical extraction, a basic restoration like fillings, X-ray, they will cover 80% up to \$50 deductible. The annual maximum coverage will be \$500, but they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. Oh, no, that won't do me no good. Okay. So- I... Go ahead, I'm sorry. Go ahead. No, you go ahead. I was explain you the vision plan. That one will cost you \$1.99. Eh, the copay for the exam will be \$10. Copay for lenses and frames will be \$25. And the copay for contact lens fitting will be zero. And then you will get a \$130 allowance for frames. Oh. Uh, so you're saying that on the dentures, I can't get no dentures or nothing? No. No, sir. Those are not included. Oh, okay. So... All right. Is it, any way that, uh, that I can, uh, I can just get on, uh... How many, how many vision... How many, how many for the vision? \$1.99 per week. Oh, that's why they take out my check, \$1.99? Yes, sir. Well, okay. Is there any way possible that I can close this one, and, uh, open up the, uh, the vision? Vision? Yeah, sure. Okay. This is what we can do. We can request a cancellation. And, okay. Okay. What I'm gonna do is I'm gonna request a cancellation, right? Uh-huh. And, eh, the cancellations takes between seven to ten business days. Uh-huh. So you may see one or two more deductions before cancellation complete. That's on the, on the preventive care plan. And I'm just enrolling you on the, on the vision plan. Yeah, I already had it. I already had a vision because I, I got, man, I got, uh, uh, marketplace insurance, so... Okay, so you don't want me to enroll you on vision either? Yeah, I want the vision. I want the vision. Okay, you want the vision. Okay, perfect. So please allow one to two weeks for your employer to start, to start making new deductions for your vision coverage. Oh. And once you see the first deduction the following Monday, that's when the coverage became active. And, eh, you're gonna receive your ID card by the end of that week. Okay. Okay, sir? So, Mr. Lewis, other than that, is there anything else that I can help you with? Uh, no, ma'am. None at this time. Thank you. All righty, sir. You're more than welcome.

Have a wonderful day, and thank you for calling Benefits NetCard. All righty. Okay. Bye-bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Gregory Lewis. Hello, Mr. Lewis. How may I help you? Uh, yes, I just got this card in the mail. And it's a, I think it's some type of medical card. Okay. Um, let me check that for you. What, um, agency are you working with, what, what staffing? Uh, Wagner Staffing. Wagner. Okay. And may I have the last four of your Social, please? 0101. Okay, Mr. Lewis. And just for security purposes, sir, can you please verify your address and date of birth? 334 Elizabeth Lane, Griffin, Georgia, 30223. Date of birth is 7/2/'67. Thank you very much. And we don't have any phone number or email address to contact you. Would you like to provide us with that information? Excuse me? I say, we don't have any phone number or email address where to contact you. Um, I was wondering if you can you- Oh, I got a phone number. Yes, could you tell me what it is? Yeah, you can get my phone number. 470- Okay. ... 402- Okay. ... 6367. Thank you very much, sir. I really appreciate it. Okay, let's see. Well, you are enrolled on a preventive care plan. Uh-huh. That's why you recei-... He's, I'm telling you, sir, that you are enrolled on a preventive care plan. That's, uh, why you received that ID card. That plan will cover for, uh, one physical yearly examination, um... Okay, let me get you that information. Hold on, ta-da. Okay, blood pressure screenings, uh, cholesterol, uh, colorectal cancer, depression, diabetes, hepatitis, uh, syphilis, HIV, lung cancer, tuberculosis, all those screenings are covered. It will cover for, um, immunizations like influenza, tetanus, diphtheria, pertussis, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis, and it will cover for, um, virtual care. Like if you're sick and you, you need a doctor, you can do that, uh, through a phone. Virtual care. And, um, yes, that's all what you got to, um, if you are enrolled at. That's your plan. So you're saying I can go to the dentist and everything with this card? No, that one is just preventative. With the dentist, it should be another, um, another plans, like dental plan, or vision. Those are additional benefit options. You was already enrolled by the company, but only for preventative care. Let me check something here. Um... Well, you're still under your personal open enrollment period, so at this moment, if you want to add any plan, any coverage, uh, you are allowed to do it. No, I just wanna know what, what can I do with this card? What it's for? Well, that's what I explained to you. Uh, I mean, uh, you can go to get all those screenings that I just mentioned, the... What- Like HbA1c test. I'm sorry? Go ahead. Go ahead. Hepatitis test, hepatitis, uh, syphilis, lung cancer, tuberculosis, colorectal cancer, depression, diabetes, cholesterol, blood pressure, aortic aneurysm. All those screenings are covered 100%. You will, uh, get immunizations like influenza, tetanus, diphtheria, pertussis, varicella, shingles, measles, mumps, rubella, pneumococcal, HPV, meningococcal, hepatitis A and B. Those, um, vaccinations are included as well, and you are allowed to use, uh, like, a virtual care with this card. Like video calls with the doctor. But that's all what your coverage, uh, what your plan covers. And one physical examination, one per year. Oh, it's a, uh, yeah, it's a no-duck-weather package. It say, uh, it says medical and, uh, pharmacy on this card. Yes, but... Yeah, but what it covers is what I'm explaining to you. The other one, if you want, uh, like a bigger coverage, it should be under Hospital Indemnity.

Hospital Indemnity is the one that covers, uh, hospitalization, uh, surgeries, ER, doctor appointments, physical doctor appointments. But it's a different plan. The, the one that you was already enrolled is the Stay Healthy MEC, which is just preventative. Oh, so I can go to the doctor with this card, right? No, sir. Just for one physical yearly examination. The, um, the test I just mentioned, the screenings, or for a vaccination. Oh. Oh, okay. Okay. I don't understand because it got pharmacy and medical and back. Or it got, it got Wagner Staffing and then- Yeah, it, it will cover- ... and it got medical. Okay, the prescriptions it will cover is gonna be, uh, preventative, um, medications. Oh. That would, would... That would be, uh, through, uh, MedTrak. They will cover some prescriptions like aspirin, um, let me see what else. Aspirin-... eh, statins like for cholesterol. Yeah. Well, my God, I really don't get an understanding of it though, but, all right. Thank you. I mean, if you want to keep it, you can keep it. If you want to cancel it, I can go ahead and cancel it. I mean... Or if you want to enroll on any other plans, you still have time to enroll. You have until the 27th to enroll. Yeah. Well, uh, is there any way I can get en- enrolled and, uh, can I, can I, like, cancel this one and get enrolled like the, um, like dental and vision? Sure. Let me explain you what they cover. Give me just a minute. Uh, dental plan. For yourself only? Yeah. Okay. The dental plan will cost you \$3.38 per week. If you go for a preventive visitation, like a cleaning, they will cover 100% with no deductible. If you're going for a basic non-surgical extraction, a basic restoration like fillings, X-ray, they will cover 80% up to \$50 deductible. The annual maximum coverage will be \$500, but they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. Oh, no, that won't do me no good. Okay. So- I... Go ahead, I'm sorry. Go ahead. No, you go ahead. I was explain you the vision plan. That one will cost you \$1.99. Eh, the copay for the exam will be \$10. Copay for lenses and frames will be \$25. And the copay for contact lens fitting will be zero. And then you will get a \$130 allowance for frames. Oh. Uh, so you're saying that on the dentures, I can't get no dentures or nothing? No. No, sir. Those are not included. Oh, okay. So... All right. Is it, any way that, uh, that I can, uh, I can just get on, uh... How many, how many vision... How many, how many for the vision? \$1.99 per week. Oh, that's why they take out my check, \$1.99? Yes, sir. Well, okay. Is there any way possible that I can close this one, and, uh, open up the, uh, the vision? Vision? Yeah, sure. Okay. This is what we can do. We can request a cancellation. And, okay. Okay. What I'm gonna do is I'm gonna request a cancellation, right? Uh-huh. And, eh, the cancellations takes between seven to ten business days. Uh-huh. So you may see one or two more deductions before cancellation complete. That's on the, on the preventive care plan. And I'm just enrolling you on the, on the vision plan. Yeah, I already had it. I already had a vision because I, I got, man, I got, uh, uh, marketplace insurance, so... Okay, so you don't want me to enroll you on vision either? Yeah, I want the vision. I want the vision. Okay, you want the vision. Okay, perfect. So please allow one to two weeks for your employer to start, to start making new deductions for your vision coverage. Oh. And once you see the first deduction the following Monday, that's when the coverage became active. And, eh, you're gonna receive your ID card by the end of that week. Okay. Okay, sir? So, Mr. Lewis, other than that, is there anything else that I can help you with? Uh, no, ma'am. None at this time. Thank you. All righty, sir. You're more than welcome. Have a wonderful day, and thank you for calling Benefits NetCard. All righty. Okay. Bye-bye.