

Transcript: VICTORIA

Taylor-5021622769860608-6646665807446016

Full Transcript

Thank you for calling Benefits on a Card. This is ... Yeah. How can I help you? Uh, yes. I just started a job at AccuCourse and they gave me, uh, this to try to go ahead and set up, like, insurance, healthcare, whatever through you guys. Okay. Uh, and I was wanting to go ahead and do that. Um... I've already figured out, I guess, which ones I'd like to do. Okay. Let me pull up your file. What's the last four of your social? 5610. And your first and last name? Emily Browning. Okay. Have you received your first paycheck? I have not. Okay. So I just need to make a file for you and then once I get it made, I'll be able to enroll you from there. Okay. Do you spell your last name B-R-O-W-N-I-N-G? B-R-O-W-N-I-N-G. Oh, I'm sorry. Okay. Gotcha. And your full social? It is 400 47 5610. And your date of birth? November 18th, 1993. And phone number is the same one you're calling from, right? Yes, ma'am. Okay. What's your mailing address? It is 436 Highland Meadows Drive, Blountville, Tennessee 37617. Okay. That's 436 Highland Meadows Drive? Yes. Okay. And then zip code is 37617? Yes, ma'am. All right. And lastly, what would be a good email? Uh, it is Emmy, E-M-M-Y, period, shell, S-H-E-L-L, 22 at gmail.com. All right. And what plans were you wanting? Okay. I do have a question real fast, um, because I know that on here it says that I do not have to select the Stay Healthy, um, Make... RX to enroll in the other programs that you all have for the other things that y'all have. Um, with the Virtual Primary Care... 'Cause all I need is something, like if I get sick with the flu or something, just to be able to go to a doctor real quick or something like that. Nothing emergency-wise. So, would I be able to just do the Virtual Primary Care and then the FreeRx to get prescriptions and then the vision and dental? You said virtual... The FreeRx, Virtual Primary Care, FreeRx, um, and then dental... And vision. And vision? Yes. Let's see. Yeah, you can do those. Okay. And it would basically just cover, like, if, like I said, I need to go to the doctor and because I'm not feeling too well or something like that with, like, the stomach bug or something, they would be able to cover stuff like that? Yeah. So with the Virtual Primary Care, there's urgent care 24/7, primary care, um, discounted labs, care negotiation and care coordination. Yeah. Yeah. I think those would be the only ones that I would really need is, like I said, if I get sick. Because I'll be working in the school district and obviously if I have, like, the stomach bug or the flu or something like that, I'm not going to be able to attend to work. So I just need something, like, for a doctor to just be like, "Yeah, she's got the stomach bug," or something like that. So that's why I was asking about just doing a Virtual Primary Care and then, like, the FreeRx and the vision, the vision and the dental. Yeah. I mean, like... completely up to you. Now keep in mind just the answers, so I'm not sure if all what Virtual Primary can do, but based off the information I have, they can diagnose c- uh, cold and flu symptoms, allergies, respiratory infections, sinus problems, dermatology issues, bronchitis, pink eye, things of that nature. Okay. Yeah, that would be perfect. Okay. So the... Just to make sure I'm getting everything, the FreeRx, uh, Virtual Primary Care, dental

and vision for employee only? Yes. Okay. So your weekly deduction would be \$17.84. Okay. That's fine. It does typically, um, take about one to two weeks for the enrollment to be processed through your payroll department. Okay. Once you see that first deduction come out of your... Coverage will start the following Monday. Okay. Um, now with the FreeRx, Virtual Primary Care, you should receive an email, uh, once the coverage is active on how to register your account. Keep an eye on your email for those two benefits. Okay. And then dental and vision, the ID cards are made and sent to your address once the coverage is active. Okay. Um, so that typically takes about, um, seven to ten business days to get. Okay. That's fine. Uh, was there anything else you might need help with? Uh, no, ma'am. I think that's... covered. I appreciate you though. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is ...

Speaker speaker_1: Yeah.

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, yes. I just started a job at AccuCourse and they gave me, uh, this to try to go ahead and set up, like, insurance, healthcare, whatever through you guys.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, and I was wanting to go ahead and do that. Um... I've already figured out, I guess, which ones I'd like to do.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your social?

Speaker speaker_1: 5610.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Emily Browning.

Speaker speaker_0: Okay. Have you received your first paycheck?

Speaker speaker_1: I have not.

Speaker speaker_0: Okay. So I just need to make a file for you and then once I get it made, I'll be able to enroll you from there.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you spell your last name B-R-O-W-N-I-N-G?

Speaker speaker_1: B-R-O-W-N-I-N-G.

Speaker speaker_0: Oh, I'm sorry. Okay. Gotcha. And your full social?

Speaker speaker_1: It is 400 47 5610.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: November 18th, 1993.

Speaker speaker_0: And phone number is the same one you're calling from, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's your mailing address?

Speaker speaker_1: It is 436 Highland Meadows Drive, Blountville, Tennessee 37617.

Speaker speaker_0: Okay. That's 436 Highland Meadows Drive?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then zip code is 37617?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And lastly, what would be a good email?

Speaker speaker_1: Uh, it is Emmy, E-M-M-Y, period, shell, S-H-E-L-L, 22 at gmail.com.

Speaker speaker_0: All right. And what plans were you wanting?

Speaker speaker_1: Okay. I do have a question real fast, um, because I know that on here it says that I do not have to select the Stay Healthy, um, Make... RX to enroll in the other programs that you all have for the other things that y'all have. Um, with the Virtual Primary Care... 'Cause all I need is something, like if I get sick with the flu or something, just to be able to go to a doctor real quick or something like that. Nothing emergency-wise. So, would I be able to just do the Virtual Primary Care and then the FreeRx to get prescriptions and then the vision and dental?

Speaker speaker_0: You said virtual... The FreeRx, Virtual Primary Care, FreeRx, um, and then dental...

Speaker speaker_1: And vision.

Speaker speaker_0: And vision?

Speaker speaker_1: Yes.

Speaker speaker_0: Let's see. Yeah, you can do those.

Speaker speaker_1: Okay. And it would basically just cover, like, if, like I said, I need to go to the doctor and because I'm not feeling too well or something like that with, like, the stomach bug or something, they would be able to cover stuff like that?

Speaker speaker_0: Yeah. So with the Virtual Primary Care, there's urgent care 24/7, primary care, um, discounted labs, care negotiation and care coordination. Yeah.

Speaker speaker_1: Yeah. I think those would be the only ones that I would really need is, like I said, if I get sick. Because I'll be working in the school district and obviously if I have, like, the stomach bug or the flu or something like that, I'm not going to be able to attend to work. So I just need something, like, for a doctor to just be like, "Yeah, she's got the stomach bug," or something like that. So that's why I was asking about just doing a Virtual Primary Care and then, like, the FreeRx and the vision, the vision and the dental.

Speaker speaker_0: Yeah. I mean, like... completely up to you. Now keep in mind just the answers, so I'm not sure if all what Virtual Primary can do, but based off the information I have, they can diagnose c- uh, cold and flu symptoms, allergies, respiratory infections, sinus problems, dermatology issues, bronchitis, pink eye, things of that nature.

Speaker speaker_1: Okay. Yeah, that would be perfect.

Speaker speaker_0: Okay. So the... Just to make sure I'm getting everything, the FreeRx, uh, Virtual Primary Care, dental and vision for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your weekly deduction would be \$17.84.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: It does typically, um, take about one to two weeks for the enrollment to be processed through your payroll department.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you see that first deduction come out of your... Coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now with the FreeRx, Virtual Primary Care, you should receive an email, uh, once the coverage is active on how to register your account. Keep an eye on your email for those two benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: And then dental and vision, the ID cards are made and sent to your address once the coverage is active.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so that typically takes about, um, seven to ten business days to get.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: Uh, no, ma'am. I think that's... covered. I appreciate you though.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.