

## Transcript: VICTORIA

Taylor-5621850856407040-5831632829726720

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I was calling, um, first because I updated my address with my employer and I'm not sure if I also have to do that here, um, with you. And second, I just wanted a reminder as to what, um, policies I- I have at the moment. Okay. Um, what's the name of the agency you work for? It's Creative Circle. And the last four of your Social? 9158. And your first and last name for me, please. It's Melissa Sanchez Farro. And, um, let's see. Do you mind verifying your date of birth? Yeah. 2/16/1992. All right. And what should the address be? Oh, 715 South Demaree Street, Apartment 31, um, Visalia, California 93277. Okay. And, uh, is that the new address? The new one, yes. The old one was, uh, 11425 Tierlee Drive, Almond, California 91732. Okay. Uh, so let me just make sure I got it right. 715 South Demaree Street, Apartment 31? Yes. And what was the, uh, zip code again? 93277. All right. And Demaree is spelled D-E-M-A-R-E-E. O- Okay. So D-E-M-A-R-E-E. R-E-E. Yes. Okay. Apartment 31. All righty. And then, uh, phone number, is it the same phone number you're calling from? Mm-hmm. All right. And then email is gonna be melissaysaura@gmail.com? Yes. Okay. So it looks like you're enrolled into the MEC TeleRx. Um, basically that plan is a preventative medical plan, so it covers things like yearly physicals, vaccinations- Mm-hmm. ... and preventative screenings. Mm-hmm. It does cover that at 100%. However, you have to stay within the multi-plan network. Um, it does also come with a virtual urgent care benefit and then also, uh, the FreeRx subscription, which is like a, um, prescription plan. Mm-hmm. Okay. Question. Do you cover full medical cover- insurance? I'm sorry? What plan do you have? Do you offer full medical coverage? I mean, there's a couple different medical plans that your employer offers, but this is not gonna be major medical, so it's not gonna cover- Okay. ... a large portion of the medical bills. Gotcha. Okay. Um, so, I'm sorry, the, the... I know I have the minimum essential coverage. That comes with what again? The, um, pharmacy plan and what else? Yes. So it comes with the prescription plan, FreeRx. Prescription. Mm-hmm. And then it also comes with the virtual urgent care benefit. Okay. Um, uh, you do offer, like, vision and dental, right? Yes. Our vision and dental is in a bundle package with term life so you would have to get all three, the dental, vision, and, uh, term life. Now, I do see here that at this time you're not eligible to add on to your enrollment. Okay. You're outside of the company's open enrollment period as well as your personal open enrollment period. Mm-hmm. Even if I have the change of address? Yeah. Change of address is unfortunately not a qualifying life event. Got it. Okay. Um, okay, that's fine. Thank you. I just wanted to remember what my plans were. You don't have like a, a portal, right, that I can log into and see that information? Um, I, I mean, we do have a, a website, but the website is main- I- I'm not sure exactly what you'll be able to see. I'm assuming you would be able to see what you're enrolled into. Yeah. Um, but it's mainly used to get enrolled and make changes to your enrollment. Mm-hmm. Um, so the website is

mybiac.com. Mm-hmm. And then /creativecircle. Oh, okay. Gotcha. Okay. Um, that's good to know. Thank you. You're welcome. You have a wonderful day. Uh, you too. Thanks. Thank you. Buh-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. Um, I was calling, um, first because I updated my address with my employer and I'm not sure if I also have to do that here, um, with you. And second, I just wanted a reminder as to what, um, policies I- I have at the moment.

Speaker speaker\_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker\_1: It's Creative Circle.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9158.

Speaker speaker\_0: And your first and last name for me, please.

Speaker speaker\_1: It's Melissa Sanchez Farro.

Speaker speaker\_0: And, um, let's see. Do you mind verifying your date of birth?

Speaker speaker\_1: Yeah. 2/16/1992.

Speaker speaker\_0: All right. And what should the address be?

Speaker speaker\_1: Oh, 715 South Demaree Street, Apartment 31, um, Visalia, California 93277.

Speaker speaker\_0: Okay. And, uh, is that the new address?

Speaker speaker\_1: The new one, yes. The old one was, uh, 11425 Tierlee Drive, Almond, California 91732.

Speaker speaker\_0: Okay. Uh, so let me just make sure I got it right. 715 South Demaree Street, Apartment 31?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And what was the, uh, zip code again?

Speaker speaker\_1: 93277.

Speaker speaker\_0: All right.

Speaker speaker\_1: And Demaree is spelled D-E-M-A-R-E-E.

Speaker speaker\_0: O- Okay. So D-E-M-A-R-E-E.

Speaker speaker\_1: R-E-E. Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Apartment 31.

Speaker speaker\_0: All righty. And then, uh, phone number, is it the same phone number you're calling from?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. And then email is gonna be melissaysaura@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So it looks like you're enrolled into the MEC TeleRx. Um, basically that plan is a preventative medical plan, so it covers things like yearly physicals, vaccinations-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... and preventative screenings.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: It does cover that at 100%. However, you have to stay within the multi-plan network. Um, it does also come with a virtual urgent care benefit and then also, uh, the FreeRx subscription, which is like a, um, prescription plan.

Speaker speaker\_1: Mm-hmm. Okay. Question. Do you cover full medical cover- insurance?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: What plan do you have? Do you offer full medical coverage?

Speaker speaker\_0: I mean, there's a couple different medical plans that your employer offers, but this is not gonna be major medical, so it's not gonna cover-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a large portion of the medical bills.

Speaker speaker\_1: Gotcha. Okay. Um, so, I'm sorry, the, the... I know I have the minimum essential coverage. That comes with what again? The, um, pharmacy plan and what else?

Speaker speaker\_0: Yes. So it comes with the prescription plan, FreeRx.

Speaker speaker\_1: Prescription. Mm-hmm.

Speaker speaker\_0: And then it also comes with the virtual urgent care benefit.

Speaker speaker\_1: Okay. Um, uh, you do offer, like, vision and dental, right?

Speaker speaker\_0: Yes. Our vision and dental is in a bundle package with term life so you would have to get all three, the dental, vision, and, uh, term life. Now, I do see here that at this time you're not eligible to add on to your enrollment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You're outside of the company's open enrollment period as well as your personal open enrollment period.

Speaker speaker\_1: Mm-hmm. Even if I have the change of address?

Speaker speaker\_0: Yeah. Change of address is unfortunately not a qualifying life event.

Speaker speaker\_1: Got it. Okay. Um, okay, that's fine. Thank you. I just wanted to remember what my plans were. You don't have like a, a portal, right, that I can log into and see that information?

Speaker speaker\_0: Um, I, I mean, we do have a, a website, but the website is main- I- I'm not sure exactly what you'll be able to see. I'm assuming you would be able to see what you're enrolled into.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, but it's mainly used to get enrolled and make changes to your enrollment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, so the website is mybiac.com.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then /creativecircle.

Speaker speaker\_1: Oh, okay. Gotcha. Okay. Um, that's good to know. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Uh, you too. Thanks.

Speaker speaker\_0: Thank you. Buh-bye.