

Transcript: VICTORIA

Taylor-5754089839968256-5966580503199744

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. Hey, this is Victoria with Benefits and a Card. I'm not sure what happened there, um, but I did verify the phone number by Google. I'm not seeing anything where it says Creative Circle, and I did also call that number and it is correct for the Virtual Behavioral Health Counseling. Oh, okay. Um, I was not able to find a website unfortunately, so maybe I'm misinterpreting the behavioral health benefit. You just call that phone number whenever you need the counseling, and they'll be able to help you out from there. Okay. And, um, would you be able to tell me, um, if a provider is covered? Uh, uh, that I wouldn't... I mean, they have their own separate counselors within that program. Okay. Yeah. Okay. Um, then I do have one other... Uh, uh, I mean, you might not be able to answer this question. Um, I was wondering what, um, what mental health services are covered just under the current plan that are processing for me. I'm, I'm, I've applied for MEC with VIP Classic. Okay. So that- So let me just go ahead and explain. We're just your benefits administrators, so we only administer the policies. That is something you're probably going to have to try and reach out to the insurance carriers directly to see if there's even coverage for that. Um, so, did you just enroll into the benefits? Yes, just today. Okay. So I, I believe with the Hospital Indemnity Plans, there- I, I don't know, if, if out of those two plans, I would think that one, if there is any coverage, that's the route you want to take. So I have two numbers for, uh, agents with American Public Life that answer questions for members who do not have active policies yet. Okay. And I'll go ahead and give you those phone numbers. Thank you. First one is going to be for Dalecia Hynds. Her phone number is... Okay. Her phone number is 601... Mm-hmm. 936... Mm-hmm. 3290. Okay. And then I have a phone number for Sandra McLean. Okay. Phone number is 601-936- Mm-hmm. 3287. Okay. Now both of those agents, again, are with American Public Life, which does the Hospital Indemnity Plans. That's typically, um, let's see. That's typically the, the VIP plans. Now, the one that does the MEC, that is with 90 Degree Benefits. Mm-hmm. Um, I'm not sure if they're going to be able to assist you with any questions because you don't have an active policy as of yet with you just enrolling, but I can also give you their phone number if, if you want to try and calling them and see. Um, I have a phone number for them. Could you confirm that the one that I have is correct? Yeah. So I have 800-833-4296. Yes, that's the one that I have. And then it's going to take you to a prompt system when you call. Just make sure to hit option one. Okay. Okay. Um, thank you for your help. You're welcome. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hello?

Speaker speaker_2: Hi.

Speaker speaker_0: Hey, this is Victoria with Benefits and a Card. I'm not sure what happened there, um, but I did verify the phone number by Google. I'm not seeing anything where it says Creative Circle, and I did also call that number and it is correct for the Virtual Behavioral Health Counseling.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Um, I was not able to find a website unfortunately, so maybe I'm misinterpreting the behavioral health benefit. You just call that phone number whenever you need the counseling, and they'll be able to help you out from there.

Speaker speaker_2: Okay. And, um, would you be able to tell me, um, if a provider is covered?

Speaker speaker_0: Uh, uh, that I wouldn't... I mean, they have their own separate counselors within that program.

Speaker speaker_2: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_2: Okay. Um, then I do have one other... Uh, uh, I mean, you might not be able to answer this question. Um, I was wondering what, um, what mental health services are covered just under the current plan that are processing for me. I'm, I'm, I've applied for MEC with VIP Classic.

Speaker speaker_0: Okay. So that- So let me just go ahead and explain. We're just your benefits administrators, so we only administer the policies. That is something you're probably going to have to try and reach out to the insurance carriers directly to see if there's even coverage for that. Um, so, did you just enroll into the benefits?

Speaker speaker_2: Yes, just today.

Speaker speaker_0: Okay. So I, I believe with the Hospital Indemnity Plans, there- I, I don't know, if, if out of those two plans, I would think that one, if there is any coverage, that's the route you want to take. So I have two numbers for, uh, agents with American Public Life that answer questions for members who do not have active policies yet.

Speaker speaker_2: Okay.

Speaker speaker_0: And I'll go ahead and give you those phone numbers.

Speaker speaker_2: Thank you.

Speaker speaker_0: First one is going to be for Dalecia Hynds. Her phone number is...

Speaker speaker_2: Okay.

Speaker speaker_0: Her phone number is 601...

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: 936...

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: 3290.

Speaker speaker_2: Okay.

Speaker speaker_0: And then I have a phone number for Sandra McLean.

Speaker speaker_2: Okay.

Speaker speaker_0: Phone number is 601-936-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: 3287.

Speaker speaker_2: Okay.

Speaker speaker_0: Now both of those agents, again, are with American Public Life, which does the Hospital Indemnity Plans. That's typically, um, let's see. That's typically the, the VIP plans. Now, the one that does the MEC, that is with 90 Degree Benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, I'm not sure if they're going to be able to assist you with any questions because you don't have an active policy as of yet with you just enrolling, but I can also give you their phone number if, if you want to try and calling them and see.

Speaker speaker_2: Um, I have a phone number for them. Could you confirm that the one that I have is correct?

Speaker speaker_0: Yeah. So I have 800-833-4296.

Speaker speaker_2: Yes, that's the one that I have.

Speaker speaker_0: And then it's going to take you to a prompt system when you call. Just make sure to hit option one.

Speaker speaker_2: Okay. Okay. Um, thank you for your help.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Bye-bye.