

Transcript: VICTORIA

Taylor-5779718387449856-4737125276893184

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. Um, I'm calling because my employer uses or I was given this number through a pamphlet with the insurance, um, that I signed up for. And I was calling to find out how I get my, you know, uh, like is there a dental card or a vision card or a medical for healthcare provider card or how do I access all of that? So ID cards are made and sent to you once the coverage becomes active. Um, it typically takes about seven to 10 business days. Now, the majority of your ID cards are gonna be mailed to you, um, but depending on the medical plan that you get, sometimes it's emailed. Okay. Um, are you able to inform me of, like, what medical, I mean, what, like, dental and vision provider I have? Um, like if it's Cigna or, or, you know, like, who the, each one is? Uh, dental is gonna be through American Public Life, and then vision is through MetLife. Okay. And what about medical? That depends on what you're enrolled into, so I'll need to pull up your file. What's the name of your employer? Uh, it's MAU. And the last four of your social? 7197. Okay. And your first and last name? Christopher Simmons. All right. Do you mind verifying your address and date of birth? The physical address is 113 Gordon Street, Laurens, South Carolina, and the mailing is PO Box 931, Laurens, South Carolina. That's 29360. Okay, so it looks like I just have your, uh, physical address. What was the mailing? The mailing is, um, PO Box 931. Is that still in Laurens? Yes, ma'am. And then zip code 29360? Yep. Okay. So- You said MetLife was the dental or vision? MetLife is vision. And what was the dental? American Public Life. Okay, thank you. You're welcome. Uh, and then let me just make sure everything else is right on your file. Phone number is 864-923-4872. That's correct. And then email is discoverchristophers@gmail.com. That is correct. Okay. So, as far as medical, you have two different medical plans. You have the EnsurePlus Basics, which does, like, your non-preventative care. That is also with American Public Life, and the ID card for that will be sent to your email. Okay. Then you also have the MEC Standalone, which is for your preventative services. That is with 90- Is this MEC? Yes, MEC Standalone. Okay. That is for your preventative services. Okay. The insurance carrier is 90 Degree Benefits. Is that 90-Degree? Yes, uh-huh. And the ID card for that should be sent to your mailing address. Okay. Um, uh, I hate to ask you another question, but can you tell me or maybe elaborate, uh, just a little bit, um, on what, like, what's an example of non-preventative and preventative? Preventative would be like a yearly physical, vaccination, or preventative screening, anything that's preventing- Okay. ... an illness or disease. Non-preventative- Okay. ... is, like, being admitted to the emergency room, hospital, or just having to go to the doctor for a preexisting condition. All righty. Um, and... All right, um... All righty, um, well, thank you so much for your help. Yes, sir. Did you need help with anything else? No. All right. You have a wonderful day. You too. Bye-bye. Thank you. Bye-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: Hey, Victoria. Um, I'm calling because my employer uses or I was given this number through a pamphlet with the insurance, um, that I signed up for. And I was calling to find out how I get my, you know, uh, like is there a dental card or a vision card or a medical for healthcare provider card or how do I access all of that?

Speaker speaker_0: So ID cards are made and sent to you once the coverage becomes active. Um, it typically takes about seven to 10 business days. Now, the majority of your ID cards are gonna be mailed to you, um, but depending on the medical plan that you get, sometimes it's emailed.

Speaker speaker_1: Okay. Um, are you able to inform me of, like, what medical, I mean, what, like, dental and vision provider I have? Um, like if it's Cigna or, or, you know, like, who the, each one is?

Speaker speaker_0: Uh, dental is gonna be through American Public Life, and then vision is through MetLife.

Speaker speaker_1: Okay. And what about medical?

Speaker speaker_0: That depends on what you're enrolled into, so I'll need to pull up your file. What's the name of your employer?

Speaker speaker_1: Uh, it's MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7197.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Christopher Simmons.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: The physical address is 113 Gordon Street, Laurens, South Carolina, and the mailing is PO Box 931, Laurens, South Carolina. That's 29360.

Speaker speaker_0: Okay, so it looks like I just have your, uh, physical address. What was the mailing?

Speaker speaker_1: The mailing is, um, PO Box 931.

Speaker speaker_0: Is that still in Laurens?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then zip code 29360?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So-

Speaker speaker_1: You said MetLife was the dental or vision?

Speaker speaker_0: MetLife is vision.

Speaker speaker_1: And what was the dental?

Speaker speaker_0: American Public Life.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Uh, and then let me just make sure everything else is right on your file. Phone number is 864-923-4872.

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is discoverchristophers@gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. So, as far as medical, you have two different medical plans. You have the EnsurePlus Basics, which does, like, your non-preventative care. That is also with American Public Life, and the ID card for that will be sent to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Then you also have the MEC Standalone, which is for your preventative services. That is with 90-

Speaker speaker_1: Is this MEC?

Speaker speaker_0: Yes, MEC Standalone.

Speaker speaker_1: Okay.

Speaker speaker_0: That is for your preventative services.

Speaker speaker_1: Okay.

Speaker speaker_0: The insurance carrier is 90 Degree Benefits.

Speaker speaker_1: Is that 90-Degree?

Speaker speaker_0: Yes, uh-huh. And the ID card for that should be sent to your mailing address.

Speaker speaker_1: Okay. Um, uh, I hate to ask you another question, but can you tell me or maybe elaborate, uh, just a little bit, um, on what, like, what's an example of non-preventative and preventative?

Speaker speaker_0: Preventative would be like a yearly physical, vaccination, or preventative screening, anything that's preventing-

Speaker speaker_1: Okay.

Speaker speaker_0: ... an illness or disease. Non-preventative-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is, like, being admitted to the emergency room, hospital, or just having to go to the doctor for a preexisting condition.

Speaker speaker_1: All righty. Um, and... All right, um... All righty, um, well, thank you so much for your help.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: No.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.