

Transcript: VICTORIA

Taylor-5873014801743872-6340533618524160

Full Transcript

Thank you for calling Benefits on Incard. This is Victoria. How can I help you? Yeah, hi. Uh, it's John Jordan. Um, and I just had two quick questions for you, Victoria. It's regarding my, um, expenses taken out of my check. Okay. What do you need from me to pull from my account? What's the name... What's the name of the agency that you work through? Wagner. Okay. And the last four of your Social? 6867. And your first and last name. John Jordan. Okay. Do you mind verifying your address and date of birth? Mm-hmm. Address, 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 33805. Date of birth, 12/7/65. Okay. Phone number, 404-713-7173. Yes. And then email is jjordan7173@gmail.com. Correct. Okay. What type of questions do you have? First one, the, uh, deduction is for MEC. What is that? So the MEC Stay Healthy, that is a preventative medical plan, so it covers things like, um, yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within network. Okay. Um, and what is FreeRx? So the FreeRx is a prescription plan. Um, the majority of the medications covered under this plan would be free. If it's not free, it would be at least discounted. Um, it just depends on the medication. Um, now some medications are available for pharmacy pickup, and then other medications are available for home delivery. Hmm. Okay. Is there any way you could send me a card in the mail? Um, let's see. To the 3659 Victoria Manor Drive? Please. Okay. So I can send your, uh, medical, dental and vision ID cards to your mail. Mm-hmm. However, the, uh, FreeRx ID card, you would have to register your account with FreeRx, and then once you log on to the account, the ID card for that should be on the dashboard of the account. Yeah, so I'm thinking I don't really need that. \$6 a week? That's \$24 a month. Can I just get that removed? Yeah, I mean, I can, I can put in a request to have it canceled. Are you wanting to cancel anything else on your enrollment? No. I mean, I'm not using it because I haven't enrolled in it yet, and everything else I'm doing is fine, so I just would like to get rid of the FreeRx, \$5.99 per week, is \$24 a month. Okay. So it will bring your weekly deduction down to \$49.12 a week. Mm-hmm. Um, any, any type of, like, change or cancellation done to your enrollment typically takes about one to two weeks to be processed through payroll. Mm-hmm. So you may see one to two more deductions made for that FreeRx. Mm-hmm. Um, if you do, of course, it will provide the coverage until the cancellation has been processed. Very good. Um, and then give me just a few seconds. Let me try and get the, those ID cards so that I can request those be mailed to you. Give me just a few seconds while I put you on a brief hold. Not a problem. Okay. So I'm able to request the majority of your ID cards, the ID card for the VIP Class Dental and the vision to be mailed. Mm-hmm. Um, however, the second most important one is the MEC and it's currently down, so you're probably gonna have to contact the insurance carrier directly to have them send that ID card to you. Okay. Do you remember... Yeah, if I could. Thanks. Okay. So the name of the insurance company is 90 Degree Benefits and then their phone number is 800-833-4296. And

you just wanna make sure to hit option one on the prompt system. Okay. So that's for my ID cards? Yes, for the MEC plan. Okay. So you're gonna send me the cards for the other things, right? I'm sorry? Uh, you're gonna send me the ID cards for the other things, right? Yes, for the VIP Classic Medical Plan, the dental and your vision. Perfect. Let me know when you're ready. I got another question. Okay. Okay. You can go ahead. Oh, you're multitasking. Awesome. Very good. Hey, uh, so W-2s, do you know anything about that? I do not, unfortunately. We just, uh, handle the medical insurance for Wagner. Okay. Um- I believe... I wanna say either it would be your HR department at Wagner or your payroll department, maybe, that could... might help you out with that. Gotcha. Um, okay. You've been great. Is there... Are we... Uh, I'm good. Are you good? Yeah, I'm... I'm perfect. All right. Do you have any other questions for me? No. Just thank you. You did a good... uh, very, very helpful. Very professional. I appreciate you. Yes, sir. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Incard. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, hi. Uh, it's John Jordan. Um, and I just had two quick questions for you, Victoria. It's regarding my, um, expenses taken out of my check.

Speaker speaker_0: Okay.

Speaker speaker_1: What do you need from me to pull from my account?

Speaker speaker_0: What's the name... What's the name of the agency that you work through?

Speaker speaker_1: Wagner.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 6867.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: John Jordan.

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

Speaker speaker_1: Mm-hmm. Address, 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 33805. Date of birth, 12/7/65.

Speaker speaker_0: Okay. Phone number, 404-713-7173.

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is jjordan7173@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. What type of questions do you have?

Speaker speaker_1: First one, the, uh, deduction is for MEC. What is that?

Speaker speaker_0: So the MEC Stay Healthy, that is a preventative medical plan, so it covers things like, um, yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within network.

Speaker speaker_1: Okay. Um, and what is FreeRx?

Speaker speaker_0: So the FreeRx is a prescription plan. Um, the majority of the medications covered under this plan would be free. If it's not free, it would be at least discounted. Um, it just depends on the medication. Um, now some medications are available for pharmacy pickup, and then other medications are available for home delivery.

Speaker speaker_1: Hmm. Okay. Is there any way you could send me a card in the mail?

Speaker speaker_0: Um, let's see. To the 3659 Victoria Manor Drive?

Speaker speaker_1: Please.

Speaker speaker_0: Okay. So I can send your, uh, medical, dental and vision ID cards to your mail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, the, uh, FreeRx ID card, you would have to register your account with FreeRx, and then once you log on to the account, the ID card for that should be on the dashboard of the account.

Speaker speaker_1: Yeah, so I'm thinking I don't really need that. \$6 a week? That's \$24 a month. Can I just get that removed?

Speaker speaker_0: Yeah, I mean, I can, I can put in a request to have it canceled. Are you wanting to cancel anything else on your enrollment?

Speaker speaker_1: No. I mean, I'm not using it because I haven't enrolled in it yet, and everything else I'm doing is fine, so I just would like to get rid of the FreeRx, \$5.99 per week, is \$24 a month.

Speaker speaker_0: Okay. So it will bring your weekly deduction down to \$49.12 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, any, any type of, like, change or cancellation done to your enrollment typically takes about one to two weeks to be processed through payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So you may see one to two more deductions made for that FreeRx.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, if you do, of course, it will provide the coverage until the cancellation has been processed.

Speaker speaker_1: Very good.

Speaker speaker_0: Um, and then give me just a few seconds. Let me try and get the, those ID cards so that I can request those be mailed to you. Give me just a few seconds while I put you on a brief hold.

Speaker speaker_1: Not a problem.

Speaker speaker_0: Okay. So I'm able to request the majority of your ID cards, the ID card for the VIP Class Dental and the vision to be mailed.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, however, the second most important one is the MEC and it's currently down, so you're probably gonna have to contact the insurance carrier directly to have them send that ID card to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you remember...

Speaker speaker_1: Yeah, if I could. Thanks.

Speaker speaker_0: Okay. So the name of the insurance company is 90 Degree Benefits and then their phone number is 800-833-4296. And you just wanna make sure to hit option one on the prompt system.

Speaker speaker_1: Okay. So that's for my ID cards?

Speaker speaker_0: Yes, for the MEC plan.

Speaker speaker_1: Okay. So you're gonna send me the cards for the other things, right?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Uh, you're gonna send me the ID cards for the other things, right?

Speaker speaker_0: Yes, for the VIP Classic Medical Plan, the dental and your vision.

Speaker speaker_1: Perfect. Let me know when you're ready. I got another question.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: You can go ahead.

Speaker speaker_1: Oh, you're multitasking. Awesome. Very good. Hey, uh, so W-2s, do you know anything about that?

Speaker speaker_0: I do not, unfortunately. We just, uh, handle the medical insurance for Wagner.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: I believe... I wanna say either it would be your HR department at Wagner or your payroll department, maybe, that could... might help you out with that.

Speaker speaker_1: Gotcha. Um, okay. You've been great. Is there... Are we... Uh, I'm good. Are you good?

Speaker speaker_0: Yeah, I'm... I'm perfect.

Speaker speaker_2: All right.

Speaker speaker_0: Do you have any other questions for me?

Speaker speaker_1: No. Just thank you. You did a good... uh, very, very helpful. Very professional. I appreciate you.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.