

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um... I got a check and said I'm automatically enrolled in a T- TELU card. If I can call and wait before the window closes or something? I'm trying to see what, uh, what I got enrolled in. You were trying to see what? I'm sorry. I'm trying to see, like, what I got enrolled in. Okay. What's the name of the agency you work for? Uh, Drake's. Gotcha. Uh, so they automatically enroll members into one of the medical plans that they offer, the MEC telix RX. Um, that medical plan covers things like yearly physicals, vaccinations and preventative screenings at 100%- Okay. ... as long as you stay in network. Mm-hmm. Um... Mm-hmm. It also comes with a subscription to FreeRx, which if it is one of the covered medications it would be free, and it also has, uh, coverage for, like, telehealth. Yeah. How much- how much is it? It is- How much that- ... \$16.80 a week. Okay. Oh, damn. Yeah, thank you. You're welcome. Were you wanting to opt out of that? Mm, I just wanted to see what I got enrolled in. Oh, okay. But I didn't know what it was. W- when will they, like, send the card or something? Uh, once the coverage is active they will send out ID cards. It typically takes about seven to ten business days of the coverage being active to get that. Oh, thank you. You're welcome. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um... I got a check and said I'm automatically enrolled in a T- TELU card. If I can call and wait before the window closes or something? I'm trying to see what, uh, what I got enrolled in.

Speaker speaker_0: You were trying to see what? I'm sorry.

Speaker speaker_1: I'm trying to see, like, what I got enrolled in.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Drake's.

Speaker speaker_0: Gotcha. Uh, so they automatically enroll members into one of the medical plans that they offer, the MEC telix RX. Um, that medical plan covers things like yearly physicals, vaccinations and preventative screenings at 100%-

Speaker speaker_1: Okay.

Speaker speaker_0: ... as long as you stay in network.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It also comes with a subscription to FreeRx, which if it is one of the covered medications it would be free, and it also has, uh, coverage for, like, telehealth.

Speaker speaker_1: Yeah. How much- how much is it?

Speaker speaker_0: It is-

Speaker speaker_1: How much that-

Speaker speaker_0: ... \$16.80 a week.

Speaker speaker_1: Okay. Oh, damn. Yeah, thank you.

Speaker speaker_0: You're welcome. Were you wanting to opt out of that?

Speaker speaker_1: Mm, I just wanted to see what I got enrolled in.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: But I didn't know what it was. W- when will they, like, send the card or something?

Speaker speaker_0: Uh, once the coverage is active they will send out ID cards. It typically takes about seven to ten business days of the coverage being active to get that.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.