

## Transcript: VICTORIA

**Taylor-6018155869159424-6408023774380032**

### 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? Good afternoon. My name is Jasmine Green. I received an, um, a, a email talking about, to activate some card. I, I don't even have a card. Okay. Um, so this is Benefits on a Card. This is for, like, medical insurance- Mm-hmm. ... if you work through a staffing agency. Okay. Well, I, I applied for some insurance, I believe last week, and I think the card's on its way in the mail. Okay. Let me pull up your file and see what you're enrolled into. What's the name of the agency you work for? I don't work for any agency. Okay, so you don't work through a staffing or a temp agency? Oh, I'm sorry. I'm sorry. I didn't understand. Um, I thought you meant, like, um, for something else. Yes, I work for, um, Surge Staffing company in Lithia Springs. Okay. What's the last four of your Social? 8583. And your first and last name? Jasmine Green, as in J-A-S-M-Y-N-N Green, like the color. Okay. And do you mind verifying your address and date of birth? My date of birth is November 15th, 1990. My address is 970 Park Gate Place, Stone Mountain, Georgia 30083. Okay. It looks like I have a different address. I have 6726 Tara Boulevard. For, for, for where the card is going, the, the insurance card? Yeah, that's the mailing address we have on file. 'Cause I di- I signed up for, um, I signed up for, uh, the Anthem. The, the An-Anthem, um, insurance, and I told them to send it to the other address, not this one. Okay. So we don't, we don't have a, a plan that's through Anthem. Now, I see that you're enrolled into coverage with us, you're enrolled into the MEC TelRx. But the name of the insurance provider for that is, uh, 90 Degree Benefit. I am? Yes, ma'am. So Surge Staffing automatically enrolls members into one of the medical plans, the MEC TelRx. Oh, I get it. I'm so sorry. I get it. Okay, so I'm, I was confusing myself. In my mind, I decided to afford some health insurance last week. You know, it's health insurance enrollment time, all these telemarketers were calling. They finally signed me up for something in Anthem. I had it sent to my mom's address. So I guess just, um, as far as the mailing address is concerned, I don't think I'm gonna be able to even have mail come here anymore. I think I gotta have it shipped through. So how do I change that? I can change it for you on my end. What does it need to be again? Okay. And has the card been sent out, though, yet? Uh, I would assume so, yeah. It looks like your coverage just became active this week, but I can edit it, the address, and redirect it. Okay. That would, that would actually be awesome. Thank you so much for that, ma'am. I appreciate that. You're welcome. Um- What does the address need to be? Okay. 970 Park Gate Place, P-A-R-K G-A-T-E, Stone Mountain, Georgia 30083. Okay. And then phone number 404-983-6576? Yes, ma'am. And email is, uh, jasmingreen@gmail.com? Yes, ma'am. Okay. Yeah, so, um, the plan that you're currently enrolled into, it looks like you're enrolled because, like I said, Surge Staffing automatically enrolls members into that plan unless- Oh. ... you opt out. No, I didn't know they... I didn't even know they even did that. I was, um, I, I got hired

there and they never discussed anything about that. Um, I had no idea. Okay. Yeah, I mean, they're supposed to make you aware of that. I'm not sure why they didn't. But, um- No, they didn't. ... that, the, the medical plan that you are enrolled into, it's basically a medical plan for your preventative healthcare. Okay. So it covers things like yearly physicals, uh, vaccinations and preventative screenings, which that would be covered at 100%. Okay. And you do have to stay within the network, which is the MultiPlan Network. Okay. Now, it also comes with virtual urgent care, and then it also comes with, um, a subscription of FreeRx, which is like a prescription plan. Um, so that's basically what it covers and then it's You have the option to pay \$15 non-refundable limits a week for that plan as planned. Okay. So, um, I actually have a private doctor already. Can I take it there if, if it's, if they take it, or? Yeah. I mean, like I said, it, it covers your preventative healthcare at 100%. You would just need to make sure that that doctor's within the MultiPlan Network. Right, right, right. Okay. Well, this is, this is nice, good news to hear. Yes, ma'am. Um, so I'm gonna go ahead and get your address updated in all of our systems and then have the ID card sent there. Um, did you have any other, like, questions or concerns about it? No. Um, yes. Um, what, what are they called again, what's the insurance plan called again or the, um, the company? So the, the plan itself is called the MEC TelRx. Okay. And the insurance company is American Public Life. Okay, okay. No problem. Oh, I'm sorry. Not, not American Public Life. That's one of our other carriers. This is through 90 Degree Benefit. Okay. Cool, cool. Yeah. No problem. No problem. All right. Um, thank you so much. You've been very helpful and knowledgeable- Yes, ma'am. ... for Thank you. ... helping me. Okay. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Good afternoon. My name is Jasmine Green. I received an, um, a, a email talking about, to activate some card. I, I don't even have a card.

Speaker speaker\_1: Okay. Um, so this is Benefits on a Card. This is for, like, medical insurance-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... if you work through a staffing agency.

Speaker speaker\_2: Okay. Well, I, I applied for some insurance, I believe last week, and I think the card's on its way in the mail.

Speaker speaker\_1: Okay. Let me pull up your file and see what you're enrolled into. What's the name of the agency you work for?

Speaker speaker\_2: I don't work for any agency.

Speaker speaker\_1: Okay, so you don't work through a staffing or a temp agency?

Speaker speaker\_2: Oh, I'm sorry. I'm sorry. I didn't understand. Um, I thought you meant, like, um, for something else. Yes, I work for, um, Surge Staffing company in Lithia Springs.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_2: 8583.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jasmine Green, as in J-A-S-M-Y-N-N Green, like the color.

Speaker speaker\_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker\_2: My date of birth is November 15th, 1990. My address is 970 Park Gate Place, Stone Mountain, Georgia 30083.

Speaker speaker\_1: Okay. It looks like I have a different address. I have 6726 Tara Boulevard.

Speaker speaker\_2: For, for, for where the card is going, the, the insurance card?

Speaker speaker\_1: Yeah, that's the mailing address we have on file.

Speaker speaker\_2: 'Cause I di- I signed up for, um, I signed up for, uh, the Anthem. The, the An- Anthem, um, insurance, and I told them to send it to the other address, not this one.

Speaker speaker\_1: Okay. So we don't, we don't have a, a plan that's through Anthem. Now, I see that you're enrolled into coverage with us, you're enrolled into the MEC TelRx. But the name of the insurance provider for that is, uh, 90 Degree Benefit.

Speaker speaker\_2: I am?

Speaker speaker\_1: Yes, ma'am. So Surge Staffing automatically enrolls members into one of the medical plans, the MEC TelRx.

Speaker speaker\_2: Oh, I get it. I'm so sorry. I get it. Okay, so I'm, I was confusing myself. In my mind, I decided to afford some health insurance last week. You know, it's health insurance enrollment time, all these telemarketers were calling. They finally signed me up for something in Anthem. I had it sent to my mom's address. So I guess just, um, as far as the mailing address is concerned, I don't think I'm gonna be able to even have mail come here anymore. I think I gotta have it shipped through. So how do I change that?

Speaker speaker\_1: I can change it for you on my end. What does it need to be again?

Speaker speaker\_2: Okay. And has the card been sent out, though, yet?

Speaker speaker\_1: Uh, I would assume so, yeah. It looks like your coverage just became active this week, but I can edit it, the address, and redirect it.

Speaker speaker\_2: Okay. That would, that would actually be awesome. Thank you so much for that, ma'am. I appreciate that.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Um-

Speaker speaker\_1: What does the address need to be?

Speaker speaker\_2: Okay. 970 Park Gate Place, P-A-R-K G-A-T-E, Stone Mountain, Georgia 30083.

Speaker speaker\_1: Okay. And then phone number 404-983-6576?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And email is, uh, jasmingreen@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Yeah, so, um, the plan that you're currently enrolled into, it looks like you're enrolled because, like I said, Surge Staffing automatically enrolls members into that plan unless-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... you opt out.

Speaker speaker\_2: No, I didn't know they... I didn't even know they even did that. I was, um, I, I got hired there and they never discussed anything about that. Um, I had no idea.

Speaker speaker\_1: Okay. Yeah, I mean, they're supposed to make you aware of that. I'm not sure why they didn't. But, um-

Speaker speaker\_2: No, they didn't.

Speaker speaker\_1: ... that, the, the medical plan that you are enrolled into, it's basically a medical plan for your preventative healthcare.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it covers things like yearly physicals, uh, vaccinations and preventative screenings, which that would be covered at 100%.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And you do have to stay within the network, which is the MultiPlan Network.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Now, it also comes with virtual urgent care, and then it also comes with, um, a subscription of FreeRx, which is like a prescription plan. Um, so that's basically what it covers and then it's

Speaker speaker\_3: You have the option to pay \$15 non-refundable limits a week for that plan as planned.

Speaker speaker\_2: Okay. So, um, I actually have a private doctor already. Can I take it there if, if it's, if they take it, or?

Speaker speaker\_1: Yeah. I mean, like I said, it, it covers your preventative healthcare at 100%. You would just need to make sure that that doctor's within the MultiPlan Network.

Speaker speaker\_2: Right, right, right. Okay. Well, this is, this is nice, good news to hear.

Speaker speaker\_1: Yes, ma'am. Um, so I'm gonna go ahead and get your address updated in all of our systems and then have the ID card sent there. Um, did you have any other, like, questions or concerns about it?

Speaker speaker\_2: No. Um, yes. Um, what, what are they called again, what's the insurance plan called again or the, um, the company?

Speaker speaker\_1: So the, the plan itself is called the MEC TelRx.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And the insurance company is American Public Life.

Speaker speaker\_2: Okay, okay. No problem.

Speaker speaker\_1: Oh, I'm sorry. Not, not American Public Life. That's one of our other carriers. This is through 90 Degree Benefit.

Speaker speaker\_2: Okay. Cool, cool.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: No problem. No problem. All right. Um, thank you so much. You've been very helpful and knowledgeable-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: ... for

Speaker speaker\_4: Thank you.

Speaker speaker\_2: ... helping me. Okay.

Speaker speaker\_1: You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.