

Transcript: VICTORIA

Taylor-6024383080906752-4865271064379392

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? Hi, how are you? Um, I had just, um, started working in, for a company through the Creator Circle and I haven't received my first paycheck so they said that's when I could set up my benefits and I would like to do that. Okay. Uh, what's the last four of your Social? 2205. And your first and last name? Daniel Mateloko. Okay. Uh, do you mind verifying your address and date of birth? Yeah. 3810 Drexel Drive, Houston, Texas, Apartment 405. Um, zip code 77027. You said Apartment 405? Yeah. And your date of birth? February 9th, 1995. Okay, so for some reason we have February 2nd, so it should be February 9th, '95? Yeah. And then phone number is 391-3533? Correct. Okay. Um, I have your email as D-M-A-T-E-L-O-K@Gmail.com? Yes. And do you know what's being offered or what specifically you want to enroll into? Yeah. So I see a insurance plan called Insure Plus. Um, it comes out to, it says employee only, \$17.21, uh, weekly deduction. And that seems to cover the majority of the things that I was, I was looking for. Do you see that option on your side? Yes, sir. Are you just wanting that plan for yourself? Yes. Um, I had a question on it though. I was reading through- Sure. ... what was covered and not covered, and I didn't see anything... I saw something about a physician's office, but I was assuming that meant just going to the doctor. I was wondering the cost or maybe it's not covered for like, psychia- um, psychiatric visits. Um, just 'cause I'm prescribed, um, Adderall, so I'll need to meet with the psych- psychiatrist, um, once a month to visit through my prescription. I was just wanting to see if that would be, um, my cost, if that would be, uh, if that would be covered or that would be out of pocket for me. So, with us just being your administrators, I, the information that I have is what's on the benefits guide. I do see coverage for a physician's office, but it doesn't specify- Mm-hmm. ... if that's something that psychiatry would be covered. So that you- That's what I was- ... would have to verify... ... trying to understand. Yeah. So that you would have to verify with the actual insurance carrier if psychiatry is something that's covered under that. And, a- all three of the, um, Insure+, InsurePlus Enhanced, InsurePlus Premium, they're the, that's the insurance company? I'm sorry? Or is that just a plan name? So, um, how would I go about... Who, who would I contact to find out those, see which one of these plans could potentially cover that if any of them would? Yeah. So since you don't have an active policy with them just yet, I have, uh, two numbers for two different ladies that work with American Public Life, and they should be able to verify that information for you. Just let me know when you're ready to take down those numbers. Hm. Uh, okay. Uh, so the first number is gonna be for Delisia. Her phone number is 936-3290. Um, if you're unable to get in touch with her you can try reaching out to Sandra, and her phone number is 936-3287. Okay. Um, and just to confirm both those numbers, um, Delisia was 936-3290, and Sandra was 936-3287? Yes. Uh, the first lady's name is Delisia. Okay. Mm-hmm. Um, so if, if I selected a

plan, you think it would make sense for me to call them first then call you back or just select the... I'm assuming that, that makes more sense like... Yeah. Okay. I'll, I'll call them and then I'll, I'll give this number a call back so . Okay, sure. Uh, just so you know, it looks like you have until the 22nd of November to get enrolled. Yeah. Okay. Was there anything else you might need help with? Um, no, that was all. Thank you. You're welcome. Have a good day. You as well. 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: Hi, how are you? Um, I had just, um, started working in, for a company through the Creator Circle and I haven't received my first paycheck so they said that's when I could set up my benefits and I would like to do that.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 2205.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Daniel Mateloko.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah. 3810 Drexel Drive, Houston, Texas, Apartment 405. Um, zip code 77027.

Speaker speaker_1: You said Apartment 405?

Speaker speaker_2: Yeah.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: February 9th, 1995.

Speaker speaker_1: Okay, so for some reason we have February 2nd, so it should be February 9th, '95?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then phone number is 391-3533?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, I have your email as D-M-A-T-E-L-O-K@Gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know what's being offered or what specifically you want to enroll into?

Speaker speaker_2: Yeah. So I see a insurance plan called Insure Plus. Um, it comes out to, it says employee only, \$17.21, uh, weekly deduction. And that seems to cover the majority of the things that I was, I was looking for. Do you see that option on your side?

Speaker speaker_1: Yes, sir. Are you just wanting that plan for yourself?

Speaker speaker_2: Yes. Um, I had a question on it though. I was reading through-

Speaker speaker_1: Sure.

Speaker speaker_2: ... what was covered and not covered, and I didn't see anything... I saw something about a physician's office, but I was assuming that meant just going to the doctor. I was wondering the cost or maybe it's not covered for like, psychia- um, psychiatric visits. Um, just 'cause I'm prescribed, um, Adderall, so I'll need to meet with the psych- psychiatrist, um, once a month to visit through my prescription. I was just wanting to see if that would be, um, my cost, if that would be, uh, if that would be covered or that would be out of pocket for me.

Speaker speaker_1: So, with us just being your administrators, I, the information that I have is what's on the benefits guide. I do see coverage for a physician's office, but it doesn't specify-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if that's something that psychiatry would be covered. So that you-

Speaker speaker_2: That's what I was-

Speaker speaker_1: ... would have to verify...

Speaker speaker_2: ... trying to understand.

Speaker speaker_1: Yeah. So that you would have to verify with the actual insurance carrier if psychiatry is something that's covered under that.

Speaker speaker_2: And, a- all three of the, um, Insure+, InsurePlus Enhanced, InsurePlus Premium, they're the, that's the insurance company?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Or is that just a plan name? So, um, how would I go about... Who, who would I contact to find out those, see which one of these plans could potentially cover that if any of them would?

Speaker speaker_1: Yeah. So since you don't have an active policy with them just yet, I have, uh, two numbers for two different ladies that work with American Public Life, and they should be able to verify that information for you. Just let me know when you're ready to take down those numbers.

Speaker speaker_2: Hm. Uh, okay.

Speaker speaker_1: Uh, so the first number is gonna be for Delisia. Her phone number is 936-3290. Um, if you're unable to get in touch with her you can try reaching out to Sandra, and her phone number is 936-3287.

Speaker speaker_2: Okay. Um, and just to confirm both those numbers, um, Delisia was 936-3290, and Sandra was 936-3287?

Speaker speaker_1: Yes. Uh, the first lady's name is Delisia.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, so if, if I selected a plan, you think it would make sense for me to call them first then call you back or just select the... I'm assuming that, that makes more sense like... Yeah. Okay. I'll, I'll call them and then I'll, I'll give this number a call back so .

Speaker speaker_1: Okay, sure. Uh, just so you know, it looks like you have until the 22nd of November to get enrolled.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: Um, no, that was all. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You as well.

Speaker speaker_1: Bye-bye.