

Transcript: VICTORIA

Taylor-6027869495967744-5244509957865472

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, I was looking to speak to someone who might be able to explain my benefits to me and tell me whether or not a provider is in network. Okay. Um, what's the name of the agency you work for? ATC... Okay. ... based Healthcare. So, to find a provider, we would not be able to help with that, but you can either go on to, um, are you wanting like a- No, um, I'm with- ... medical provider? ... I'm with a provider. No, I'm with a provider. I just need to know if it's covered by my plan. Okay. Well, regardless, we wouldn't be able to help you with that. Um, but you can go onto multiplan.com, or you can call Multiplan and they can see if that provider is in network or not. Do you have like a direct, like a number for that or... Sure. Um, let's see. And just to make sure, what, uh, medical plan are you enrolled into? Just like the basic standard one. I don't, I don't know, like the qual- the classification of it. Just like the lowest tier that you guys have. Okay. Um, let me pull up your file because it, the phone number depends on what you're enrolled into. Um, what's the last four of your Social? Um, hold on, I don't have it memorized. I'm sorry. You're fine. Okay. Um, it's, um, 5906. And your first and last name? Um, R-E-M-I G-I-O. Last name, G-U-E-R-R-A. Okay. Do you mind verifying your address and date of birth? Yes. My address is 5738 Orchard Court in Ingham. I'm sorry, Lansing, Michigan 48911. And then my date of birth is 5/21/1998. And then phone number 517-897-6705. Yes. And then email is Z-E-Z-O 1632@outlook.com. Yep. Okay. So, it looks like you're enrolled into the MEC TelRx. So, the phone number for that would be, um, it's gonna be through Multiplan which is the name of the network. Mm-hmm. And their phone number is 800- Mm-hmm. ... 454- Mm-hmm. ... 5218. Okay. Mm-hmm. 800-454-5218. Yes. Actually, I'm sorry. I gave you the incorrect number. I was looking at the other Stay Healthy plan. Um, so it's gonna be 800- Mm-hmm. ... 884- Mm-hmm. ... 993. I didn't hear after 884. Sorry about that. Uh, 6993. Oh, 6993. Okay. 800-884-6993. Yes, ma'am. That's the one. Okay. Um- All right. I'll- ... I know you were asking about the plan itself. Okay. Um, so the plan itself is a preventative healthcare plan. So it covers- Okay. ... things like yearly physicals, vaccinations, um, and preventative screenings. And it covers that at 100% as long as you stay in network. Um, it does also come with a subscription to the FreeRx, um, prescription plan. So, if it's one of the covered medications that they offer, it would be free. Um, and I believe- Does it cover any mental health? Um, that I don't believe so. It, to my knowledge, that plan is specifically for your preventative medical. Okay. Um, I do also see that it comes with Walmart Health Virtual Care. Um, so like if you're considering the emergency room or urgent care, um, you know, it's just like a, like a telehealth that you can use. Okay. But I don't see anything for behavioral health unfortunately. Okay. Do you guys offer any plan that covers behavioral health? Um, we do have a behavioral health medical plan. Um, however, it looks like you are outside of your personal open enrollment

period, so you wouldn't be able to enroll into that at this point. Okay. When does the next- ... 2023 is closed enrollment period either. Let me see if they have one coming up. So, it looks like on December 9th up to December 24th of this year, they'll have a open enrollment period. Um, so if you call back when they're in open enrollment, you'll be able to add that on. But basically, uh, the behavioral health plan that we offer I believe is just telehealth. Okay. Well, I appreciate your help today. That answered my question. Okay. Uh, was there anything else you might need help with? No, that should, that should do it. Okay. You have a wonderful day. All right, thank you. Thank you. Bye-bye. All right, 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, I was looking to speak to someone who might be able to explain my benefits to me and tell me whether or not a provider is in network.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: ATC...

Speaker speaker_1: Okay.

Speaker speaker_2: ... based Healthcare.

Speaker speaker_1: So, to find a provider, we would not be able to help with that, but you can either go on to, um, are you wanting like a-

Speaker speaker_2: No, um, I'm with-

Speaker speaker_1: ... medical provider?

Speaker speaker_2: ... I'm with a provider. No, I'm with a provider. I just need to know if it's covered by my plan.

Speaker speaker_1: Okay. Well, regardless, we wouldn't be able to help you with that. Um, but you can go onto multiplan.com, or you can call Multiplan and they can see if that provider is in network or not.

Speaker speaker_2: Do you have like a direct, like a number for that or...

Speaker speaker_1: Sure. Um, let's see. And just to make sure, what, uh, medical plan are you enrolled into?

Speaker speaker_2: Just like the basic standard one. I don't, I don't know, like the qual- the classification of it. Just like the lowest tier that you guys have.

Speaker speaker_1: Okay. Um, let me pull up your file because it, the phone number depends on what you're enrolled into. Um, what's the last four of your Social?

Speaker speaker_2: Um, hold on, I don't have it memorized. I'm sorry.

Speaker speaker_1: You're fine.

Speaker speaker_2: Okay. Um, it's, um, 5906.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Um, R-E-M-I G-I-O. Last name, G-U-E-R-R-A.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. My address is 5738 Orchard Court in Ingham. I'm sorry, Lansing, Michigan 48911. And then my date of birth is 5/21/1998.

Speaker speaker_1: And then phone number 517-897-6705.

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is Z-E-Z-O 1632@outlook.com.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So, it looks like you're enrolled into the MEC TelRx. So, the phone number for that would be, um, it's gonna be through Multiplan which is the name of the network.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And their phone number is 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 454-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 5218.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 800-454-5218.

Speaker speaker_1: Yes. Actually, I'm sorry. I gave you the incorrect number. I was looking at the other Stay Healthy plan. Um, so it's gonna be 800-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 884-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 993.

Speaker speaker_2: I didn't hear after 884.

Speaker speaker_1: Sorry about that. Uh, 6993.

Speaker speaker_2: Oh, 6993. Okay. 800-884-6993.

Speaker speaker_1: Yes, ma'am. That's the one.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: All right. I'll-

Speaker speaker_1: ... I know you were asking about the plan itself.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so the plan itself is a preventative healthcare plan. So it covers-

Speaker speaker_2: Okay.

Speaker speaker_1: ... things like yearly physicals, vaccinations, um, and preventative screenings. And it covers that at 100% as long as you stay in network. Um, it does also come with a subscription to the FreeRx, um, prescription plan. So, if it's one of the covered medications that they offer, it would be free. Um, and I believe-

Speaker speaker_2: Does it cover any mental health?

Speaker speaker_1: Um, that I don't believe so. It, to my knowledge, that plan is specifically for your preventative medical.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I do also see that it comes with Walmart Health Virtual Care. Um, so like if you're considering the emergency room or urgent care, um, you know, it's just like a, like a telehealth that you can use.

Speaker speaker_2: Okay.

Speaker speaker_1: But I don't see anything for behavioral health unfortunately.

Speaker speaker_2: Okay. Do you guys offer any plan that covers behavioral health?

Speaker speaker_1: Um, we do have a behavioral health medical plan. Um, however, it looks like you are outside of your personal open enrollment period, so you wouldn't be able to enroll into that at this point.

Speaker speaker_2: Okay. When does the next-

Speaker speaker_1: ... 2023 is closed enrollment period either. Let me see if they have one coming up. So, it looks like on December 9th up to December 24th of this year, they'll have a

open enrollment period. Um, so if you call back when they're in open enrollment, you'll be able to add that on. But basically, uh, the behavioral health plan that we offer I believe is just telehealth.

Speaker speaker_2: Okay. Well, I appreciate your help today. That answered my question.

Speaker speaker_1: Okay. Uh, was there anything else you might need help with?

Speaker speaker_2: No, that should, that should do it.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: All right, bye.