

Transcript: VICTORIA

Taylor-6160066472886272-4790416904339456

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I'm calling to enroll for the, uh, Benefits on a Card plan. Uh, I just received a card from MEU, um, I'm not sure if I need to activate it or not. Okay. Like, you received the ID card? Uh, yes, ma'am. Okay. If you've s- already received the ID card, it should be active. Um, I mean, I can pull up your file to make sure. What's the last four of your Social? 8985. And your first and last name? Uh, Emilio Olguin Heredia. It's O-L-G-U-I-N, Heredia, H-E-R-E-D-I-A. Okay. Do you mind verifying your address and date of birth? Yes. Uh, 104 Emerywood Lane, uh, 113001. Okay. Phone number 864-813-2156? Yes, ma'am. And then email is just, uh, emilio and then h-e-r-e-d-i-a 640@gmail.com? Yes, ma'am. Okay. One second. Yes, it looks like your coverage is currently active. Um... Oh. ... so you are good to go. The way that it works is whenever you see a deduction bein' made on your check, um... Okay. ... the deduction that's made on that check provides coverage for the following week. Oh, okay. Um, is there any way I can see the information on this card, or... Like, how much, um... Like, any claims I need to know about, or just would like to tell you about that? I mean, I can send you a copy. Um, the documentation that I have is a copy of the benefits guide, which goes over all of the benefits being offered through your employer, so it's not gonna be specific to your plan. You'll have to look for your plan on the- Okay. ... documentation I have. But basically, what you're enrolled into is the MEC StayHealthy. Okay. So all that covers is just your preventative medical. Things like yearly scissinations and preventative screenings- Okay. ... would be covered at 100% as long as you stay in network, but it just covers your preventative health care. Okay. Now, you should have also received an ID card for your dental and your vision 'cause you are also enrolled into dental and vision. Uh, yes, ma'am. Well, I see medical, pharmacy, and vision, but... Okay, I- My dental would... Oh, k- sorry? I believe the ID card that you're looking at is just for your medical. Does it say 90 Degree Benefits on that card? Um, da-da-da-da-da... Anywhere? Or Elixir? Ye- uh, it says, yeah, it says 90 Degree Benefits. Okay. So that specific card, even though it says vision, that is just for your medical. You should have two- Okay. ... other ID cards. Um, if not, I can email you copies of all your ID cards. Uh, yeah, I'd like that, please. Okay. Um, give me just a few seconds. Let me look those up, and I will be right back. Thank you. You're welcome. All righty. Thank you so much for holding. So I just sent all of- Yeah. ... your ID cards to you, um- Okay. ... along with a copy of the benefits guide. Um, and I did also include the name of the plans that you're enrolled into, so you know what to look for in the benefits guide. Okay. Uh, so it's all I do, I just... Yeah? Yeah. The c- the coverage is currently active, so if you go to the doctor, or dentist, or you know, the vision provider, you just provide them with your ID card and you're good to go from there. Okay. Well, thank you so much. Uh, yeah. Um, and, and then also, I did include instructions on how to find participating providers in that email, which I highlighted. Okay. So, just make sure to look at that and, um,

did you have any other questions for me? Um, no, I think that, that does it. Thank you. Yeah. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I'm calling to enroll for the, uh, Benefits on a Card plan. Uh, I just received a card from MEU, um, I'm not sure if I need to activate it or not.

Speaker speaker_0: Okay. Like, you received the ID card?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. If you've s- already received the ID card, it should be active. Um, I mean, I can pull up your file to make sure. What's the last four of your Social?

Speaker speaker_1: 8985.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Emilio Olguin Heredia. It's O-L-G-U-I-N, Heredia, H-E-R-E-D-I-A.

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

Speaker speaker_1: Yes. Uh, 104 Emerywood Lane, uh, 113001.

Speaker speaker_0: Okay. Phone number 864-813-2156?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just, uh, emilio and then h-e-r-e-d-i-a 640@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. One second. Yes, it looks like your coverage is currently active. Um...

Speaker speaker_1: Oh.

Speaker speaker_0: ... so you are good to go. The way that it works is whenever you see a deduction bein' made on your check, um...

Speaker speaker_1: Okay.

Speaker speaker_0: ... the deduction that's made on that check provides coverage for the following week.

Speaker speaker_1: Oh, okay. Um, is there any way I can see the information on this card, or... Like, how much, um... Like, any claims I need to know about, or just would like to tell you about that?

Speaker speaker_0: I mean, I can send you a copy. Um, the documentation that I have is a copy of the benefits guide, which goes over all of the benefits being offered through your employer, so it's not gonna be specific to your plan. You'll have to look for your plan on the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... documentation I have. But basically, what you're enrolled into is the MEC StayHealthy.

Speaker speaker_1: Okay.

Speaker speaker_0: So all that covers is just your preventative medical. Things like yearly scissinations and preventative screenings-

Speaker speaker_1: Okay.

Speaker speaker_0: ... would be covered at 100% as long as you stay in network, but it just covers your preventative health care.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, you should have also received an ID card for your dental and your vision 'cause you are also enrolled into dental and vision.

Speaker speaker_1: Uh, yes, ma'am. Well, I see medical, pharmacy, and vision, but...

Speaker speaker_0: Okay, I-

Speaker speaker_1: My dental would... Oh, k- sorry?

Speaker speaker_0: I believe the ID card that you're looking at is just for your medical. Does it say 90 Degree Benefits on that card?

Speaker speaker_1: Um, da-da-da-da-da...

Speaker speaker_0: Anywhere? Or Elixir?

Speaker speaker_1: Ye- uh, it says, yeah, it says 90 Degree Benefits.

Speaker speaker_0: Okay. So that specific card, even though it says vision, that is just for your medical. You should have two-

Speaker speaker_1: Okay.

Speaker speaker_0: ... other ID cards. Um, if not, I can email you copies of all your ID cards.

Speaker speaker_1: Uh, yeah, I'd like that, please.

Speaker speaker_0: Okay. Um, give me just a few seconds. Let me look those up, and I will be right back.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. All righty. Thank you so much for holding. So I just sent all of-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... your ID cards to you, um-

Speaker speaker_2: Okay.

Speaker speaker_0: ... along with a copy of the benefits guide. Um, and I did also include the name of the plans that you're enrolled into, so you know what to look for in the benefits guide.

Speaker speaker_2: Okay. Uh, so it's all I do, I just... Yeah?

Speaker speaker_0: Yeah. The c- the coverage is currently active, so if you go to the doctor, or dentist, or you know, the vision provider, you just provide them with your ID card and you're good to go from there.

Speaker speaker_2: Okay. Well, thank you so much. Uh, yeah.

Speaker speaker_0: Um, and, and then also, I did include instructions on how to find participating providers in that email, which I highlighted.

Speaker speaker_2: Okay.

Speaker speaker_0: So, just make sure to look at that and, um, did you have any other questions for me?

Speaker speaker_2: Um, no, I think that, that does it. Thank you. Yeah.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.