

Transcript: VICTORIA

Taylor-6279868991979520-6439084838928384

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? Yes, ma'am. Uh, I just texted some information pertaining to this Benefits on a Card, um. What- what is this all about? This is for medical insurance, if you happen to work through like a staffing or a temp agency. I work through a s- temp agency, Crown Staffing. I'm sorry, did you say Crown Staffing? Yes. Okay. Um, what's the last four of your Social? 1247. And, uh, your first and last name? William A. Palmer, Sr. Okay. Do you mind verifying your address and date of birth? 713 Ann Street, Newport, Kentucky. And, uh, your date of birth? 07-23-1959. Okay. Phone number is 859-888-5023? Yes, ma'am. And then email is firstandlastname440@gmail.com? Yes, ma'am. Okay. So I know Crown Services automatically enrolls members into one of the medical plans unless you opt out beforehand, um- Mm-hmm. ... but it looks like you were enrolled. It's the MEC TelRx. Mm-hmm. So that medical plan, um, covers thing- like your preventative medical, so things like, uh, yearly physicals, vaccinations and preventative screenings at 100%- Mm-hmm. ... as long as you stay in the network. Okay. Now it does also come with a subscription to FreeRx, which is like a prescription plan. Most of the medications that they cover are free. If it's not free, it would be discounted. Mm-hmm. Um, and then it also comes with virtual care through, uh, Walmart Virtual Care. Okay. Could... Is there any way for you to send me that information in paper where I can read it? Um, I mean, I can send you a copy of the benefits guide. Now, the benefits guide goes over all of the medical plans being offered. Mm-hmm. So you would just wanna make sure to look at the plan specifically, uh, under like the... You wanna make sure you're looking at the specific plan, the Stay Healthy MEC TelRx. Stay Healthy M-E-T L-R-X. Okay. So it's M-E-C as in cat. Mm-hmm. So M-E-C and then TelRx. Gotcha. Yeah, so I'll send the benefits guide to you. And then just to make sure... Now does a card come with that? I mean, do you send out of card? Yeah, I was just about to ask that. I was just about to ask if you got your card. So I will email you a copy of that to you. Mm-hmm. And you should have already received, uh, an email from FreeRx on how... with instructions on how to register your account. Do you know if you've received anything like that? No, ma'am, I really don't. I just was looking through my phone and I- Mm-hmm. ... I actually have two phones and, and I have two email addresses. So I was looking through this and, and I was trying to see, being as though it's the end of the physical year, to see if I was gonna be able to be covered for, um, some, uh, prescriptions that, uh, my other coverage wasn't covering, you know? It was like, um, it was like a vitamin, several vitamins that the doctor's got me on, um, and my other coverage wasn't covering it and I had to come out of pocket, but I didn't mind because I needed, I needed those particular vitamins. Um- Gotcha. Um, well, I will send the benefits guide, your ID card as well to your email, and then I'm gonna send you a separate email with basic- Yes, ma'am. ... instructions on how to set up your

FreeRx account. Okay. Mm-hmm. And then was there anything else that you might need help with? Is there what? Anything else you maybe had questions on? No, ma'am. Thank you so much. I was just curious. Gotcha. I knew they had a plan but I didn't know, I didn't know about it, and some of the s- the, the services and, and even the people themselves, it's such a turnover that once... It seems like once you get used to one person, they give you a lot of information, that person is gone, you know? So, um, they're, they're just going through a change after COVID. Everybody is, you know. You're not getting good workers and then the workers that do work, uh, seems like they're working part-time. So, um, I- I wasn't... None of this was covered. Uh, you know, never... I never was given this information until I looked on- Okay. ... on my phone and I seen something. I just pushed the button and decided to see what, what was gonna be the results of this call and it actually was very informative. Very helpful. Okay. Good. Thank you. Thank you so much. You're welcome. Yeah. Uh- All right. ... I'm gonna send that to the email I have on file for you, um, which is williampalmer440@gmail. Um- Yes, ma'am. And then if you have any other questions or concerns, you can always call us back from there. Yes, ma'am. All right. Thank you so much. You have a wonderful day. Y- You have a blessed day and a happy Christmas and New Years to you and your family. You as well. Thank you. Bye-bye. 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: Yes, ma'am. Uh, I just texted some information pertaining to this Benefits on a Card, um. What- what is this all about?

Speaker speaker_1: This is for medical insurance, if you happen to work through like a staffing or a temp agency.

Speaker speaker_2: I work through a s- temp agency, Crown Staffing.

Speaker speaker_1: I'm sorry, did you say Crown Staffing?

Speaker speaker_2: Yes.

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

Speaker speaker_2: 1247.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: William A. Palmer, Sr.

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

Speaker speaker_2: 713 Ann Street, Newport, Kentucky.

Speaker speaker_1: And, uh, your date of birth?

Speaker speaker_2: 07-23-1959.

Speaker speaker_1: Okay. Phone number is 859-888-5023?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is firstandlastname440@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I know Crown Services automatically enrolls members into one of the medical plans unless you opt out beforehand, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but it looks like you were enrolled. It's the MEC TelRx.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So that medical plan, um, covers thing- like your preventative medical, so things like, uh, yearly physicals, vaccinations and preventative screenings at 100%-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... as long as you stay in the network.

Speaker speaker_2: Okay.

Speaker speaker_1: Now it does also come with a subscription to FreeRx, which is like a prescription plan. Most of the medications that they cover are free. If it's not free, it would be discounted.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then it also comes with virtual care through, uh, Walmart Virtual Care.

Speaker speaker_2: Okay. Could... Is there any way for you to send me that information in paper where I can read it?

Speaker speaker_1: Um, I mean, I can send you a copy of the benefits guide. Now, the benefits guide goes over all of the medical plans being offered.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you would just wanna make sure to look at the plan specifically, uh, under like the... You wanna make sure you're looking at the specific plan, the Stay Healthy MEC TelRx.

Speaker speaker_2: Stay Healthy M-E-T L-R-X. Okay.

Speaker speaker_1: So it's M-E-C as in cat.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So M-E-C and then TelRx.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Yeah, so I'll send the benefits guide to you. And then just to make sure...

Speaker speaker_2: Now does a card come with that? I mean, do you send out of card?

Speaker speaker_1: Yeah, I was just about to ask that. I was just about to ask if you got your card. So I will email you a copy of that to you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you should have already received, uh, an email from FreeRx on how... with instructions on how to register your account. Do you know if you've received anything like that?

Speaker speaker_2: No, ma'am, I really don't. I just was looking through my phone and I-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I actually have two phones and, and I have two email addresses. So I was looking through this and, and I was trying to see, being as though it's the end of the physical year, to see if I was gonna be able to be covered for, um, some, uh, prescriptions that, uh, my other coverage wasn't covering, you know? It was like, um, it was like a vitamin, several vitamins that the doctor's got me on, um, and my other coverage wasn't covering it and I had to come out of pocket, but I didn't mind because I needed, I needed those particular vitamins. Um-

Speaker speaker_1: Gotcha. Um, well, I will send the benefits guide, your ID card as well to your email, and then I'm gonna send you a separate email with basic-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... instructions on how to set up your FreeRx account.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. And then was there anything else that you might need help with?

Speaker speaker_2: Is there what?

Speaker speaker_1: Anything else you maybe had questions on?

Speaker speaker_2: No, ma'am. Thank you so much. I was just curious.

Speaker speaker_1: Gotcha.

Speaker speaker_2: I knew they had a plan but I didn't know, I didn't know about it, and some of the s- the, the services and, and even the people themselves, it's such a turnover that once... It seems like once you get used to one person, they give you a lot of information, that

person is gone, you know? So, um, they're, they're just going through a change after COVID. Everybody is, you know. You're not getting good workers and then the workers that do work, uh, seems like they're working part-time. So, um, I- I wasn't... None of this was covered. Uh, you know, never... I never was given this information until I looked on-

Speaker speaker_1: Okay.

Speaker speaker_2: ... on my phone and I seen something. I just pushed the button and decided to see what, what was gonna be the results of this call and it actually was very informative. Very helpful.

Speaker speaker_1: Okay. Good.

Speaker speaker_2: Thank you. Thank you so much.

Speaker speaker_1: You're welcome. Yeah. Uh-

Speaker speaker_2: All right.

Speaker speaker_1: ... I'm gonna send that to the email I have on file for you, um, which is williampalmer440@gmail. Um-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then if you have any other questions or concerns, you can always call us back from there.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You have a wonderful day. Y-

Speaker speaker_2: You have a blessed day and a happy Christmas and New Years to you and your family.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_2: Bye-bye.

Speaker speaker_1: Bye-bye.