

Transcript: VICTORIA

Taylor-6413381686214656-6028680234483712

Full Transcript

Oh, cool. This is so- Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a CardH this is Victoria. How can I help you? Hi. I needed help understanding the, um, the selections. So, uh, I guess what I'm just trying to understand is, it says something about Stay Healthy Med TeleRx, but then that's not even an option to select on the enrollment coverage, uh, page. I don't know if I'm making- Okay. What's the name of the agency you work for? Oh, okay. It's gonna be Serge. Okay. Um, let's see. So, you don't see a way that you can select that on the enroll- like, what website are you on? Um, so it says my... well, my benefitsonacard.com, and then if I scroll all the way down, is... Okay. Is that the same thing as the MEC TeleRx, that Stay Healthy one? Is that the same thing? Yeah. Oh, okay. So, the full name of it is Stay Healthy MEC TeleRx. Oh, okay. Mm-hmm. And then so it... That's different from the VIP Classic? Because I'm trying to get coverage for both my spouse and I. Yeah. So the Stay Healthy MEC TeleRx per- covers, like, your preventative healthcare, whereas the VIP plans, whether it's the Standard or the Classic- Mm-hmm. ... uh, the VIP plans are hospital indemnity plans, so they don't cover preventative care. They just provide coverage for, like, hospitalization, urgent care, emergency room or a physician's office for, like, non-preventative medical. Okay. And so, when I'm trying to click Employee + Spouse, it doesn't let me select it. It's like grayed out. Any particular reason? Um, I, I don't believe so. Did you click both plans for Employee + Spouse? Um, well the- Or- ... right here at the top, so it says Medical, and then it says VIP Standard, VIP Classic, and I chose the VIP Classic. And then is that- Oh. ... what you're referring to? Yeah. I'm not sure why it won't let you do that. Um. Hmm. And then FreeRx, I chose that one. And then that, uh, what is that exactly, FreeRx? So if you're... Are you choosing the MEC TeleRx? Well, I don't know. Um, I guess- Okay. I was just gonna say, if you choose the MEC TeleRx, that already comes with FreeRx. Oh. Okay. Maybe that's why..... them. Okay. So if I decline that... Oh, then the MEC opens up. Okay, great. Mm-hmm. Okay. And so that's preventative. Okay, so then FreeRx means... What does that mean exactly? So that's a prescription plan. And, um, if it's one of the covered medications, it would be free. Awesome. Okay. And then virtual primary care. Got that. That's all cool. Um. And then, I, I mean, I guess that's all that I needed to know. Um, with... I guess not. Sorry. So look at VIP Classic. It's saying 500/day, max one day. Does that mean that it's only gonna cover \$500 one day, the insurance? Yeah. For that- Yes, ma'am. Oh. Okay. I see. All right. I mean, I guess that's it. Did you have any questions? Nope. Okay. I guess that's it. Thank you. You're welcome. You have a wonderful day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Oh, cool. This is so-

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefits on a CardH this is Victoria. How can I help you?

Speaker speaker_0: Hi. I needed help understanding the, um, the selections. So, uh, I guess what I'm just trying to understand is, it says something about Stay Healthy Med TeleRx, but then that's not even an option to select on the enrollment coverage, uh, page. I don't know if I'm making-

Speaker speaker_2: Okay. What's the name of the agency you work for?

Speaker speaker_0: Oh, okay. It's gonna be Serge.

Speaker speaker_2: Okay. Um, let's see. So, you don't see a way that you can select that on the enroll- like, what website are you on?

Speaker speaker_0: Um, so it says my... well, my benefitsonacard.com, and then if I scroll all the way down, is... Okay. Is that the same thing as the MEC TeleRx, that Stay Healthy one? Is that the same thing?

Speaker speaker_2: Yeah.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: So, the full name of it is Stay Healthy MEC TeleRx.

Speaker speaker_0: Oh, okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And then so it... That's different from the VIP Classic? Because I'm trying to get coverage for both my spouse and I.

Speaker speaker_2: Yeah. So the Stay Healthy MEC TeleRx per- covers, like, your preventative healthcare, whereas the VIP plans, whether it's the Standard or the Classic-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... uh, the VIP plans are hospital indemnity plans, so they don't cover preventative care. They just provide coverage for, like, hospitalization, urgent care, emergency room or a physician's office for, like, non-preventative medical.

Speaker speaker_0: Okay. And so, when I'm trying to click Employee + Spouse, it doesn't let me select it. It's like grayed out. Any particular reason?

Speaker speaker_2: Um, I, I don't believe so. Did you click both plans for Employee + Spouse?

Speaker speaker_0: Um, well the-

Speaker speaker_2: Or-

Speaker speaker_0: ... right here at the top, so it says Medical, and then it says VIP Standard, VIP Classic, and I chose the VIP Classic. And then is that-

Speaker speaker_2: Oh.

Speaker speaker_0: ... what you're referring to?

Speaker speaker_2: Yeah. I'm not sure why it won't let you do that. Um. Hmm.

Speaker speaker_0: And then FreeRx, I chose that one. And then that, uh, what is that exactly, FreeRx?

Speaker speaker_2: So if you're... Are you choosing the MEC TeleRx?

Speaker speaker_0: Well, I don't know. Um, I guess-

Speaker speaker_2: Okay. I was just gonna say, if you choose the MEC TeleRx, that already comes with FreeRx.

Speaker speaker_0: Oh.

Speaker speaker_2: Okay.

Speaker speaker_0: Maybe that's why..... them. Okay. So if I decline that... Oh, then the MEC opens up. Okay, great.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay. And so that's preventative. Okay, so then FreeRx means... What does that mean exactly?

Speaker speaker_2: So that's a prescription plan. And, um, if it's one of the covered medications, it would be free.

Speaker speaker_0: Awesome. Okay. And then virtual primary care. Got that. That's all cool. Um. And then, I, I mean, I guess that's all that I needed to know. Um, with... I guess not. Sorry. So look at VIP Classic. It's saying 500/day, max one day. Does that mean that it's only gonna cover \$500 one day, the insurance?

Speaker speaker_2: Yeah.

Speaker speaker_0: For that-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Oh. Okay. I see. All right. I mean, I guess that's it. Did you have any questions?

Speaker speaker_2: Nope.

Speaker speaker_0: Okay. I guess that's it. Thank you.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_2: Bye.