

## **Transcript: VICTORIA**

**Taylor-6428149623603200-5175567293923328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits for the Card. This is Victoria. How can I help you? Oh, my name is . So I'm just trying to find out, do I got anything on the card to benefit any card? How do, how do it work? Huh? What's that? Okay. What's the name of the agency you work for? Uh, agency that I work with? You're not welcome. Yes, the staffing agency. It's the... Oh, I don't work. It just got this card. I don't see what you're talking about. They- Okay. So this is for medical insurance- What are you talking about? ... if you work through a staffing or temp agency. Oh, I used to work with Surge. You used to work with them? Yeah, I got Surge on here. I got Surge, yeah. That's not going to do anything. Okay. So if you got an ID card, it sounds like you were enrolled into medical insurance. But if you're no longer- Oh, okay. ... working with them, more than likely it, it's not good. But I, I mean, I can pull up your file and see. Yeah. So what, when I do at Surge? I'm sorry. I'm sorry. So what about this card, ma'am? This is for medical insurance. This is for medical insurance. It's not for you. Oh. Ask him what all can you use it for. What all can you use it for? I'll need to pull up your file and see exactly what you're enrolled into. What's the last four of your Social? Okay. 8529. Your first and last name? Keith Russell. First or last name is Wilson? Wilson? Russell. Russell. R-U-S-S-E-L-L. Russell. Okay. Okay. Uh, do you mind verifying your address and date of birth? Uh, 910 Danton. The city, state and zip code. LaGrange, Georgia 30240. Your date of birth. 06/18/79. Phone number is 706-443-6274. 274? 6277. Okay, I'm sorry. It should be 6277 at the end. Yes, ma'am. Okay. Email is going to be keithrths@gmail.com. Yes, ma'am. Okay. So I see that you were automatically enrolled- Automatically enrolled. ... um, but it's not currently active. So what all can you use, um, with the card? So the medical plan that you were enrolled into is the MEC TeleRx, which is just for your preventative services, like your yearly physicals, vaccinations and preventative screenings. You cover that at 100% as long as you stay in network. It does also come with a subscription to FreeRx, which is like a prescription plan and then virtual urgent care. However, currently your coverage is not active. How, how can you get it active? You got to, what? You have to be actively working with them and they take a deduction out of your paycheck for the coverage. Oh, okay. All right, man. Appreciate it. You're welcome. You have a wonderful day. You too. So that's because of Healthway? Yep.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits for the Card. This is Victoria. How can I help you?

Speaker speaker\_2: Oh, my name is . So I'm just trying to find out, do I got anything on the card to benefit any card? How do, how do it work?

Speaker speaker\_1: Huh? What's that?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Uh, agency that I work with?

Speaker speaker\_1: You're not welcome.

Speaker speaker\_0: Yes, the staffing agency.

Speaker speaker\_2: It's the... Oh, I don't work. It just got this card.

Speaker speaker\_1: I don't see what you're talking about. They-

Speaker speaker\_0: Okay. So this is for medical insurance-

Speaker speaker\_1: What are you talking about?

Speaker speaker\_0: ... if you work through a staffing or temp agency.

Speaker speaker\_2: Oh, I used to work with Surge.

Speaker speaker\_0: You used to work with them?

Speaker speaker\_2: Yeah, I got Surge on here. I got Surge, yeah.

Speaker speaker\_1: That's not going to do anything.

Speaker speaker\_0: Okay. So if you got an ID card, it sounds like you were enrolled into medical insurance. But if you're no longer-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: ... working with them, more than likely it, it's not good. But I, I mean, I can pull up your file and see.

Speaker speaker\_2: Yeah. So what, when I do at Surge?

Speaker speaker\_0: I'm sorry. I'm sorry.

Speaker speaker\_2: So what about this card, ma'am?

Speaker speaker\_0: This is for medical insurance. This is for medical insurance.

Speaker speaker\_1: It's not for you.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Ask him what all can you use it for.

Speaker speaker\_2: What all can you use it for?

Speaker speaker\_0: I'll need to pull up your file and see exactly what you're enrolled into. What's the last four of your Social?

Speaker speaker\_2: Okay. 8529.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_2: Keith Russell.

Speaker speaker\_0: First or last name is Wilson? Wilson?

Speaker speaker\_2: Russell. Russell. R-U-S-S-E-L-L.

Speaker speaker\_0: Russell. Okay. Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 910 Danton.

Speaker speaker\_0: The city, state and zip code.

Speaker speaker\_2: LaGrange, Georgia 30240.

Speaker speaker\_0: Your date of birth.

Speaker speaker\_2: 06/18/79.

Speaker speaker\_0: Phone number is 706-443-6274. 274?

Speaker speaker\_2: 6277.

Speaker speaker\_0: Okay, I'm sorry. It should be 6277 at the end.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. Email is going to be keithrths@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay. So I see that you were automatically enrolled-

Speaker speaker\_3: Automatically enrolled.

Speaker speaker\_0: ... um, but it's not currently active.

Speaker speaker\_2: So what all can you use, um, with the card?

Speaker speaker\_0: So the medical plan that you were enrolled into is the MEC TeleRx, which is just for your preventative services, like your yearly physicals, vaccinations and preventative screenings. You cover that at 100% as long as you stay in network. It does also come with a subscription to FreeRx, which is like a prescription plan and then virtual urgent care. However, currently your coverage is not active.

Speaker speaker\_2: How, how can you get it active? You got to, what?

Speaker speaker\_0: You have to be actively working with them and they take a deduction out of your paycheck for the coverage.

Speaker speaker\_2: Oh, okay. All right, man. Appreciate it.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: So that's because of Healthway?

Speaker speaker\_2: Yep.