

Transcript: VICTORIA

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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? Hey, Victoria. It's Kevin. I have a question. I get the card from you, the insurance card. What is all included in the insurance I have? Um, I'll need to pull up your file and see. What's the name of the agency you work for? Serge. And the last four of your social? 0344. And your first and last name? Steffen Webber. Double F. Do you mind... Okay. Do you mind verifying your address and date of birth? Yeah. 738 Amanda Avenue, Northwest, Shoreswalk, 44680. The birthday is 10/10/4. 10/10/64? Yeah, '96, 4, yeah. Okay. Phone number 330-440-1452? Yep. That right. And then email is gonna be first and last name, 574 at gmail.com. Yep. That's right, yeah. Okay. So it looks like you're enrolled into the MEC TeleRx, which is a- Mm-hmm. ... preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay- Mm-hmm. ... in the multi-plan network. Mm-hmm. It also comes with a subscription to FreeRx, which is like a prescription plan. Most of the medications that they offer would be free. If it's not free, it would be discounted. Um, and then it also- Mm-hmm. ... looks like, uh, your plan comes with Virtual Urgent Care. What this mean, Virgin? Virtual Urgent Care is just like telehealth. Okay. I have a question. I have interest for my wife's insurance. Make sense to keep this, or what is your estimation or your guess? Are you asking if you should keep this or not? Yeah. I'm, I'm, I'm... My, I'm, my interest is under my wife's insurance. Okay. I can't advise either way, um- Yeah. Unfortunately, that's a decision you have to make. Yeah. So can you send me the benefit on my e-by address if possible? What is all included? So the documentation that I have goes over all the plans being offered through your employer. Yeah. So when you look through the guide, just make sure that you're looking for the plan that states Stay Healthy MEC TeleRx. Stay. Let's see. Wait, and this is on the card too or the address? Hmm. What is the address, the, for the homepage? What you say? So I'm gonna send you a copy of the benefits guide to your email. However- Okay, perfect. ... that benefit guide goes over all of the plans being offered through your employer, not specifically what you're enrolled into. So I was- Okay. ... letting you know the name of the plan that you're specifically enrolled into, which is- Mm-hmm. ... MEC TeleRx. M-E-C- Yes. ... Tele-M as in Mary, E as in echo, C as in cat. Yeah. Yeah. And then TeleRx. Oh, X. Okay. Okay. Let me check this out. Okay. All righty. I will send that information to your email. Do you need help with anything else? No, the only one that wants to know. Thank you so much. Yeah. You're welcome. You have a wonderful day. You too. Thanks. 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: Hey, Victoria. It's Kevin. I have a question. I get the card from you, the insurance card. What is all included in the insurance I have?

Speaker speaker_1: Um, I'll need to pull up your file and see. What's the name of the agency you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0344.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Steffen Webber. Double F.

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

Speaker speaker_2: Yeah. 738 Amanda Avenue, Northwest, Shoreswalk, 44680. The birthday is 10/10/4.

Speaker speaker_1: 10/10/'64?

Speaker speaker_2: Yeah, '96, 4, yeah.

Speaker speaker_1: Okay. Phone number 330-440-1452?

Speaker speaker_2: Yep. That right.

Speaker speaker_1: And then email is gonna be first and last name, 574 at gmail.com.

Speaker speaker_2: Yep. That's right, yeah.

Speaker speaker_1: Okay. So it looks like you're enrolled into the MEC TeleRx, which is a-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... in the multi-plan network.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It also comes with a subscription to FreeRx, which is like a prescription plan. Most of the medications that they offer would be free. If it's not free, it would be discounted. Um, and then it also-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... looks like, uh, your plan comes with Virtual Urgent Care.

Speaker speaker_2: What this mean, Virgin?

Speaker speaker_1: Virtual Urgent Care is just like telehealth.

Speaker speaker_2: Okay. I have a question. I have interest for my wife's insurance. Make sense to keep this, or what is your estimation or your guess?

Speaker speaker_1: Are you asking if you should keep this or not?

Speaker speaker_2: Yeah. I'm, I'm, I'm... My, I'm, my interest is under my wife's insurance.

Speaker speaker_1: Okay. I can't advise either way, um-

Speaker speaker_2: Yeah.

Speaker speaker_1: Unfortunately, that's a decision you have to make.

Speaker speaker_2: Yeah. So can you send me the benefit on my e-by address if possible? What is all included?

Speaker speaker_1: So the documentation that I have goes over all the plans being offered through your employer.

Speaker speaker_2: Yeah.

Speaker speaker_1: So when you look through the guide, just make sure that you're looking for the plan that states Stay Healthy MEC TeleRx.

Speaker speaker_2: Stay. Let's see. Wait, and this is on the card too or the address? Hmm. What is the address, the, for the homepage? What you say?

Speaker speaker_1: So I'm gonna send you a copy of the benefits guide to your email. However-

Speaker speaker_2: Okay, perfect.

Speaker speaker_1: ... that benefit guide goes over all of the plans being offered through your employer, not specifically what you're enrolled into. So I was-

Speaker speaker_2: Okay.

Speaker speaker_1: ... letting you know the name of the plan that you're specifically enrolled into, which is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... MEC TeleRx.

Speaker speaker_2: M-E-C-

Speaker speaker_1: Yes.

Speaker speaker_2: ... Tele-

Speaker speaker_1: M as in Mary, E as in echo, C as in cat.

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: And then TeleRx.

Speaker speaker_2: Oh, X. Okay. Okay. Let me check this out. Okay.

Speaker speaker_1: All righty. I will send that information to your email. Do you need help with anything else?

Speaker speaker_2: No, the only one that wants to know. Thank you so much. Yeah.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Thanks. Bye-bye.

Speaker speaker_1: Bye-bye.