

Transcript: VICTORIA

Taylor-6665498313539584-6194501177229312

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, uh, I just got a email that said I'm, uh, eligible to enroll in, uh, benefits right now through my, uh, agency, and I just wanted to... Uh, there's a few things on there I just wanted to... Uh, I wasn't sure about. Uh, I just wanted to get more information on. Okay. What's the name of the agency you work for? Versella. All right. Let me pull up your file. And the last four of your Social? 1142. All righty then, and then let's see. Your first and last name? It's Albert Laca. You might want to verify your address and date of birth. Yeah. My address is 2800 Arguello Drive in Burlingame, California, and my date of birth is September 23rd, 1995. And phone number is 650-753-30-1016? Correct. And then email is gonna be first and last name 741 at gmail.com? Yes. Okay. All right. And what are some of the questions you have? Uh, let me pull it up real quick. It was the, uh... Shoot, uh, one second. The, uh, M-E-B teleRx, what is that? The M-E-B teleRx is kind of our medical plan. That medical plan specifically is designed for your preventative healthcare. So it covers things like your physicals, vaccinations, um, and preventative screenings. It does cover that at 100%. Um, however, you do have to stay within network. Uh, the majority of this plan- Oh. ... is only gonna cover your preventative services, so that is something to keep in mind. Now, it does come with virtual urgent care, um, as well as a subscription to FreeRx, which is like a prescription plan. But the majority of this plan is just gonna cover your preventative medical. Okay. And then, it, so does it cover things like, uh... It doesn't cover like chiropractor stuff or anything? No, sir. Chiropractic would not be preventative. Okay. Preventative services is anything preventing an illness or disease, and that's typically things like your yearly physicals, vaccinations, and preventative screenings. Okay. That's cool. Um, and then just one more thing. The, uh... Oh, sorry. And then, so that's not even... So like a yearly physical, all that stuff wouldn't be covered with just a regular health insurance? Well, we don't necessarily have a regular health insurance plan. So each one of the medical plans that we offer, they're gonna work differently. So like the VIP-Standard and the VIP-Plus, neither one of these plans are gonna cover preventative like the StayHealthy does. They're more for the non-preventative side of things. So like if you have to go to the urgent care, emergency room, physician's office, or hospital, that's the type of coverage you're gonna get with the VIP plans. The StayHealthy is specifically for your preventative services. Okay. I see. And then, uh, I have a FreeRx thing on here. I think you mentioned it was part of the other one. Uh, but if I chose that by itself, what would... What is that exactly? So whether you choose it by itself or you choose the StayHealthy, which it comes with, the FreeRx is a prescription plan. Um, so most of the medications being offered through that plan are free. You do have to be prescribed a medication from a provider, though. Um, a lot of people get confused with that. You do already have to be prescribed these medications by a provider. Now, some of the medications are only available for pharmacy pickup. Other medications are

only available for home delivery. Um, so if it's something you're interested in getting enrolled into eventually, once you're enrolled and the coverage is active, you'll receive a registration email that's sent to you so you can set up your account. Once you log in to your account, you'll see the ID card on the dashboard of that account, but there is also a tab where you can search the medications you're taking to make sure that it is a covered medication. Um, it'll also tell you whether it's a pharmacy pickup or if it's a home delivery medication. Um- All right, and then- There is also a tab- I'm sorry, excuse me. Yes, sir. I just want to- I'm sorry, excuse me. ... make sure I cover the basis with everything 'cause it's- Yeah, yeah. ... very specific. Now, once you figure out if it's a covered medication and how you can get that sent to you or how you can pick it up, you can then go search if it's a pharmacy pickup, there's also another tab on the FreeRx website where you can verify that the pharmacy is a participating provider. If it's a home delivery medication, there will also be another tab on that website with instructions on how to get that medication sent to your address. Okay. Uh, and sorry, just one thing about that. You said, uh, you have to already be prescribed this medication. So if I'm like prescribed something later, it wouldn't be covered? No, not, not necessarily. What I meant by that is some people think that they can just get the medication by having the FreeRx service. They don't realize that the medication, any medication that requires a prescription, you have to be prescribed that by a doctor. Oh, okay. So that's what- Okay. ... I mean by that. Okay. Okay, all good. Right on. Um, and sorry, just the last thing I had a question on is the ID expert thing. What, uh, what is that? Just like a anti-fraud policy. It helps protect your information online. Okay. Mm-hmm. Uh, all right. Cool. That's pretty much it. I can just go, uh, finish filling it out online. Thank you for the, uh, information. You're welcome. You have a wonderful day. Thank you. You too. Bye. Thank you. 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: Hi, uh, I just got a email that said I'm, uh, eligible to enroll in, uh, benefits right now through my, uh, agency, and I just wanted to... Uh, there's a few things on there I just wanted to... Uh, I wasn't sure about. Uh, I just wanted to get more information on.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Versella.

Speaker speaker_0: All right. Let me pull up your file. And the last four of your Social?

Speaker speaker_1: 1142.

Speaker speaker_0: All righty then, and then let's see. Your first and last name?

Speaker speaker_1: It's Albert Laca.

Speaker speaker_0: You might want to verify your address and date of birth.

Speaker speaker_1: Yeah. My address is 2800 Arguello Drive in Burlingame, California, and my date of birth is September 23rd, 1995.

Speaker speaker_0: And phone number is 650-753-30-1016?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be first and last name 741 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. And what are some of the questions you have?

Speaker speaker_1: Uh, let me pull it up real quick. It was the, uh... Shoot, uh, one second. The, uh, M-E-B teleRx, what is that?

Speaker speaker_0: The M-E-B teleRx is kind of our medical plan. That medical plan specifically is designed for your preventative healthcare. So it covers things like your physicals, vaccinations, um, and preventative screenings. It does cover that at 100%. Um, however, you do have to stay within network. Uh, the majority of this plan-

Speaker speaker_1: Oh.

Speaker speaker_0: ... is only gonna cover your preventative services, so that is something to keep in mind. Now, it does come with virtual urgent care, um, as well as a subscription to FreeRx, which is like a prescription plan. But the majority of this plan is just gonna cover your preventative medical.

Speaker speaker_1: Okay. And then, it, so does it cover things like, uh... It doesn't cover like chiropractor stuff or anything?

Speaker speaker_0: No, sir. Chiropractic would not be preventative.

Speaker speaker_1: Okay.

Speaker speaker_0: Preventative services is anything preventing an illness or disease, and that's typically things like your yearly physicals, vaccinations, and preventative screenings.

Speaker speaker_1: Okay. That's cool. Um, and then just one more thing. The, uh... Oh, sorry. And then, so that's not even... So like a yearly physical, all that stuff wouldn't be covered with just a regular health insurance?

Speaker speaker_0: Well, we don't necessarily have a regular health insurance plan. So each one of the medical plans that we offer, they're gonna work differently. So like the VIP-Standard and the VIP-Plus, neither one of these plans are gonna cover preventative like the StayHealthy does. They're more for the non-preventative side of things. So like if you have to go to the urgent care, emergency room, physician's office, or hospital, that's the type of coverage you're gonna get with the VIP plans. The StayHealthy is specifically for your preventative services.

Speaker speaker_1: Okay. I see. And then, uh, I have a FreeRx thing on here. I think you mentioned it was part of the other one. Uh, but if I chose that by itself, what would... What is

that exactly?

Speaker speaker_0: So whether you choose it by itself or you choose the StayHealthy, which it comes with, the FreeRx is a prescription plan. Um, so most of the medications being offered through that plan are free. You do have to be prescribed a medication from a provider, though. Um, a lot of people get confused with that. You do already have to be prescribed these medications by a provider. Now, some of the medications are only available for pharmacy pickup. Other medications are only available for home delivery. Um, so if it's something you're interested in getting enrolled into eventually, once you're enrolled and the coverage is active, you'll receive a registration email that's sent to you so you can set up your account. Once you log in to your account, you'll see the ID card on the dashboard of that account, but there is also a tab where you can search the medications you're taking to make sure that it is a covered medication. Um, it'll also tell you whether it's a pharmacy pickup or if it's a home delivery medication. Um-

Speaker speaker_1: All right, and then-

Speaker speaker_0: There is also a tab-

Speaker speaker_1: I'm sorry, excuse me.

Speaker speaker_0: Yes, sir. I just want to-

Speaker speaker_1: I'm sorry, excuse me.

Speaker speaker_0: ... make sure I cover the basis with everything 'cause it's-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: ... very specific. Now, once you figure out if it's a covered medication and how you can get that sent to you or how you can pick it up, you can then go search if it's a pharmacy pickup, there's also another tab on the FreeRx website where you can verify that the pharmacy is a participating provider. If it's a home delivery medication, there will also be another tab on that website with instructions on how to get that medication sent to your address.

Speaker speaker_1: Okay. Uh, and sorry, just one thing about that. You said, uh, you have to already be prescribed this medication. So if I'm like prescribed something later, it wouldn't be covered?

Speaker speaker_0: No, not, not necessarily. What I meant by that is some people think that they can just get the medication by having the FreeRx service. They don't realize that the medication, any medication that requires a prescription, you have to be prescribed that by a doctor.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So that's what-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I mean by that.

Speaker speaker_1: Okay. Okay, all good. Right on. Um, and sorry, just the last thing I had a question on is the ID expert thing. What, uh, what is that?

Speaker speaker_0: Just like a anti-fraud policy. It helps protect your information online.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, all right. Cool. That's pretty much it. I can just go, uh, finish filling it out online. Thank you for the, uh, information.

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

Speaker speaker_1: Thank you. You too. Bye.

Speaker speaker_0: Thank you. Bye-bye.