

Transcript: Chris Sofield

(deactivated)-5257041720950784-6621291093737472

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Yes, my name is Timothy Way, and, um, I work with MAU, and I have insurance through y'all. Uh, this insurance should be active, uh, at this point, but I was told that the insurance I took out was not... it's actually not the insurance I wanted. So it's... they were saying I may have had preventative insurance, and I wanted better than that. Is there any way you can look it up and see what I have? Yeah. What, uh... what's the last four of your social? 6211. Okay. All right, Mr. Way, could you verify your address and your date of birth for me please? 1591 Race Path Church Road, Mooresboro, North Carolina 28114. Birth date is 07/01/69. Thank you. Phone number I have of 525-3788? That's correct. All right. I'm showing you're enrolled into the MEC Stay Healthy Enhanced Plan, which does cover things like doctor's visits, hospital visits, and services such as that. Um, however, I'm not showing that it's currently active at this time. It does not look like any deductions have been recorded yet. I looked at my, uh, bank stub, and it shows where it took out for medical. Was it... was it... was that first deduction today? Let me get it back on here to app and make sure. I don't want to tell you something wrong here. My wife's diabetic. I just want to make sure she's got what she needs. Um, let's see right here. Just give me one second, and I'll pull it up. So will that card come in the mail or how's that gonna... going to work? Yeah. ID cards... ID cards arrive- ... uh, uh, one to two weeks after the policy's effective date, which is usually the Monday after the first deduction. So if you didn't see the first deduction until today, then your policy's not... still not active until Monday at the earliest. And then... and then it would take another week or two for that ID card to arrive. So how would I use my... is it going to be like digital ID cards until the other ones come in or how's that work? Uh, so yeah, when... when your policy is active you can give us a call to... to, uh, request a digital copy of the ID card. Um, it does tip-... it does typically take the, uh, insurance company themselves up to 72 hours to before generate everything. So, um, it may... it... I would suggest giving us a call back. If the first deduction was today, I would suggest giving us a call back probably next Wednesday to see if a digital copy is available while you're waiting on the physical copy. Um, if you need... if you need to use the insurance and no copies of the ID cards are available but the policy is active, you can always have the doctor give us a call to verify eligibility. Mm-hmm. Yeah, it's showing medical at 4441. It's showing dental at 677, vision at 435. So all... all that's coming out of this current- Okay. ... check, yeah. And... And so that means... that means that your policy will most likely become effective next Monday. Okay. So when it becomes effective Monday, um, as far as... does this policy cover prescription drugs? Yes, sir. Okay, so if it becomes active Monday, how would I go about getting those prescriptions? I guess that's my question. So if the... if the pol-... if the... sorry, if the digital copy of the ID card is not available, you would have whichever provider it is or pharmacy or whoever it is give us a call to verify eligibility. Okay, that sounds

good. Is there any way to verify that a certain medicine is covered in the policy? I would not be able to... I would not be able to do that. That... for something like that you may need to get in contact with, um, PharmaVail. They're the ad-... they're the actual, uh, pharmacy benefit manager for this plan. Uh, let me know when you're ready, and I can give you their phone number. Okay, I'm ready. Their phone number is 800- Okay. ... 933- Okay. ... 3734. And I called them once before and they said there's some kind of... something they need a policy number or something so they can look it up otherwise they have no clue what to tell me. It's what they told me last time- Uh-huh. ... I called them. Okay, that may be the... one moment. That maybe is the, uh... the group number is most likely what they need. Bear with me a moment, I should be able to locate that information for you. Okay. Okay, let me see if I can get this pulled up. Uh, it may require... uh, it may take a little bit of time for me to be able to get to this. Uh, it looks like the portal that I need to access is running a little bit slowly at the moment. Do you mind holding on for me until I get this information for you? Yeah, that's fine. Thank you. Hi, Mr. Wayne? Yeah. Hey, thanks for holding. I appreciate your patience. Okay. So, yeah, I was able to locate that pharmacy group number. Let me know when you're ready. One second, I'm writing this down here. Okay, when you're ready. That is I as in igloo... Okay. M as in Mike. Okay. A as in Apple. Okay. 9437G, Golf. Okay. IMA9437G? Yes, sir. And there's no possible way there's some other number they're going to want when I go to call them? That... As far as I'm aware, that should be the only number they need to be able to pull up, uh, the benefits specifically for MAU, um, because that's, that's directly tied to the group assigned to MAU at the... Uh, in their systems. Okay, so you're able to see that the insurance that I have does cover prescriptions though, right? Uh, yes, sir, you do have prescription coverage. Uh, the Stay Healthy enhanced plan includes that prescription coverage through PharmaVeil, uh, just as, as a default. So yeah, that is, that is part of your coverage. Okay. And is that like the middle of the road, higher or lower? Do you have any way of knowing? Because I thought I had picked the higher grade insurance that they offered. Yeah. So, so you've selected the MEC enhanced plan, which is the higher level of the two MEC plans, um, and is the... is also the only plan offered by MAU that pro- that provides benefits for both preventative care and standard doctor's visits in a single plan. Awesome. Okay, good. Well, that sounds better than what I thought, okay. All right, sounds good. I appreciate your help. No problem. Thanks again for calling and have a wonderful day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, my name is Timothy Way, and, um, I work with MAU, and I have insurance through y'all. Uh, this insurance should be active, uh, at this point, but I was told that the insurance I took out was not... it's actually not the insurance I wanted. So it's... they were saying I may have had preventative insurance, and I wanted better than that. Is there any way you can look it up and see what I have?

Speaker speaker_0: Yeah. What, uh... what's the last four of your social?

Speaker speaker_1: 6211.

Speaker speaker_0: Okay. All right, Mr. Way, could you verify your address and your date of birth for me please?

Speaker speaker_1: 1591 Race Path Church Road, Mooresboro, North Carolina 28114. Birth date is 07/01/69.

Speaker speaker_0: Thank you. Phone number I have of 525-3788?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. I'm showing you're enrolled into the MEC Stay Healthy Enhanced Plan, which does cover things like doctor's visits, hospital visits, and services such as that. Um, however, I'm not showing that it's currently active at this time. It does not look like any deductions have been recorded yet.

Speaker speaker_1: I looked at my, uh, bank stub, and it shows where it took out for medical.

Speaker speaker_0: Was it... was it... was that first deduction today?

Speaker speaker_1: Let me get it back on here to app and make sure. I don't want to tell you something wrong here. My wife's diabetic. I just want to make sure she's got what she needs. Um, let's see right here. Just give me one second, and I'll pull it up. So will that card come in the mail or how's that gonna... going to work?

Speaker speaker_0: Yeah. ID cards... ID cards arrive- ... uh, uh, one to two weeks after the policy's effective date, which is usually the Monday after the first deduction. So if you didn't see the first deduction until today, then your policy's not... still not active until Monday at the earliest. And then... and then it would take another week or two for that ID card to arrive.

Speaker speaker_1: So how would I use my... is it going to be like digital ID cards until the other ones come in or how's that work?

Speaker speaker_0: Uh, so yeah, when... when your policy is active you can give us a call to... to, uh, request a digital copy of the ID card. Um, it does tip-... it does typically take the, uh, insurance company themselves up to 72 hours to before generate everything. So, um, it may... it... I would suggest giving us a call back. If the first deduction was today, I would suggest giving us a call back probably next Wednesday to see if a digital copy is available while you're waiting on the physical copy. Um, if you need... if you need to use the insurance and no copies of the ID cards are available but the policy is active, you can always have the doctor give us a call to verify eligibility.

Speaker speaker_1: Mm-hmm. Yeah, it's showing medical at 4441. It's showing dental at 677, vision at 435. So all... all that's coming out of this current-

Speaker speaker_0: Okay.

Speaker speaker_1: ... check, yeah.

Speaker speaker_0: And... And so that means... that means that your policy will most likely become effective next Monday.

Speaker speaker_1: Okay. So when it becomes effective Monday, um, as far as... does this policy cover prescription drugs?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, so if it becomes active Monday, how would I go about getting those prescriptions? I guess that's my question.

Speaker speaker_0: So if the... if the pol-... if the... sorry, if the digital copy of the ID card is not available, you would have whichever provider it is or pharmacy or whoever it is give us a call to verify eligibility.

Speaker speaker_1: Okay, that sounds good. Is there any way to verify that a certain medicine is covered in the policy?

Speaker speaker_0: I would not be able to... I would not be able to do that. That... for something like that you may need to get in contact with, um, PharmaVail. They're the ad-... they're the actual, uh, pharmacy benefit manager for this plan. Uh, let me know when you're ready, and I can give you their phone number.

Speaker speaker_1: Okay, I'm ready.

Speaker speaker_0: Their phone number is 800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 933-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 3734.

Speaker speaker_1: And I called them once before and they said there's some kind of... something they need a policy number or something so they can look it up otherwise they have no clue what to tell me. It's what they told me last time-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... I called them.

Speaker speaker_0: Okay, that may be the... one moment. That maybe is the, uh... the group number is most likely what they need. Bear with me a moment, I should be able to locate that information for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, let me see if I can get this pulled up. Uh, it may require... uh, it may take a little bit of time for me to be able to get to this. Uh, it looks like the portal that I need to access is running a little bit slowly at the moment. Do you mind holding on for me until I get this information for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Thank you. Hi, Mr. Wayne?

Speaker speaker_1: Yeah.

Speaker speaker_0: Hey, thanks for holding. I appreciate your patience. Okay. So, yeah, I was able to locate that pharmacy group number. Let me know when you're ready.

Speaker speaker_1: One second, I'm writing this down here. Okay, when you're ready.

Speaker speaker_0: That is I as in igloo...

Speaker speaker_1: Okay.

Speaker speaker_0: M as in Mike.

Speaker speaker_1: Okay.

Speaker speaker_0: A as in Apple.

Speaker speaker_1: Okay.

Speaker speaker_0: 9437G, Golf.

Speaker speaker_1: Okay. IMA9437G?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: And there's no possible way there's some other number they're going to want when I go to call them?

Speaker speaker_0: That... As far as I'm aware, that should be the only number they need to be able to pull up, uh, the benefits specifically for MAU, um, because that's, that's directly tied to the group assigned to MAU at the... Uh, in their systems.

Speaker speaker_1: Okay, so you're able to see that the insurance that I have does cover prescriptions though, right?

Speaker speaker_0: Uh, yes, sir, you do have prescription coverage. Uh, the Stay Healthy enhanced plan includes that prescription coverage through PharmaVeil, uh, just as, as a default. So yeah, that is, that is part of your coverage.

Speaker speaker_1: Okay. And is that like the middle of the road, higher or lower? Do you have any way of knowing? Because I thought I had picked the higher grade insurance that they offered.

Speaker speaker_0: Yeah. So, so you've selected the MEC enhanced plan, which is the higher level of the two MEC plans, um, and is the... is also the only plan offered by MAU that pro- that provides benefits for both preventative care and standard doctor's visits in a single plan.

Speaker speaker_1: Awesome. Okay, good. Well, that sounds better than what I thought, okay. All right, sounds good. I appreciate your help.

Speaker speaker_0: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. Thank you.