

Transcript: Chris Sofield

(deactivated)-5763375332540416-5390181496995840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris . How can I help you today? Hi, Chris. How are you? I'm doing well. How about yourself? I'm fine. My name is Linda, uh, Scroggins and I am trying to make an election for, uh, my, uh, insurance. Okay. Um... Sorry, go ahead. And I just need some help and s- some questions I have, uh, here. Okay. What staffing company do you work with? Um, Care Builders. Okay. Let me pull their em- uh, information for their benefits up. Okay. And what questions did you have? Well, um, I received a, um, the, uh... what is this? The a- the ATC brochure for the benefits card. I received that via email last week. But, um, I've, I'm looking at it and I'm... I... and there's some questions on the enrollment, um, form that I have questions about- Okay. ... that I don't understand. And one of 'em... one of my questions is first for the medical portion. I don't quite understand what the VIP Plus and the VIP Prime is. Those are medical plans for, uh, services like doctor's visits, hospital visits, emergency rooms, surgeries, et cetera. Um, what... uh, those plans will cover those kinds of services like, like I said, doctors, hospitals, surgeries- Mm-hmm. ... and things like that. Um, how... uh, however, they do not cover any preventative care services. So things like physicals, vaccines and cancer screenings and the like are not covered by the VIP plans. Okay. Um, the other medical policies available, there's the Stay Healthy TeleRx Plan, which is preventative only. It'll cover those preventative services, but not the rest of the services that VIP covers, along with an ex- uh, along with a subscription to... or say a membership to the FreeRx program for prescription coverage. Mm-hmm. Uh, then there's the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover the, uh, the preventative care benefits that Stay Healthy covers while also covering, uh, the doctors, hospitals and, and things like that that would be covered by VIP. Okay. Now does, uh, does Stay Healthy, uh, uh, TeleRx... does that cover prescription drugs? Uh, through the FreeRx program, yes, ma'am. Oh, okay. 'Cause that's what I'm really concerned about, so... And it's the cheaper plan too, so that's probably what I want. Okay. And now the, um... and then the dental and... I'm looking for dental and vision. Those are my... oh, okay. The dental and vision now, um, I, uh, looking... lo-like, for, for the dental, can... what... do... are you a assigned dentist or can you go to any dentist? Uh, you have to follow the network. Uh, you can, uh, locate dentists in-network by going to ampublic.com. Okay. I'll maybe write that down. AM... AM public.com. Dot com. Okay. Yes, ma'am. That's for dental. And what about for vision? I wanna... see, what I'm trying to do is see if my doctors are in the... in these groups. Uh, vision is, uh... let's see here. To locate a vision provider- Mm-hmm. ... uh, go to metlife.com/vision. Mm-hmm. And you'll select VSP Choice as the network. Uh, vision. Okay. And, uh, now, uh, back to the medical. Are, are you assigned a special, uh, uh, medical group or how does that one work? Uh, so yeah, the medical... uh, the medical network is MultiPlan. And to locate those providers, go to

multiplan.com. Oh. All right. Let me get my pen back out. Multi... mul-... oh, multiplan.com? Yes, ma'am. ... plan.com. Oh, okay. That'll help me a lot. All right. Uh,.com. Okay. I'll go to these websites and kinda look around before I make my decision. All right. Anything else? No, that's it. All right. Thanks for calling and have a good day. You too. Bye-bye. Bye now.

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 Chris . How can I help you today?

Speaker speaker_2: Hi, Chris. How are you?

Speaker speaker_1: I'm doing well. How about yourself?

Speaker speaker_2: I'm fine. My name is Linda, uh, Scroggins and I am trying to make an election for, uh, my, uh, insurance.

Speaker speaker_1: Okay. Um... Sorry, go ahead.

Speaker speaker_2: And I just need some help and s- some questions I have, uh, here.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, Care Builders.

Speaker speaker_1: Okay. Let me pull their em- uh, information for their benefits up.

Speaker speaker_2: Okay.

Speaker speaker_1: And what questions did you have?

Speaker speaker_2: Well, um, I received a, um, the, uh... what is this? The a- the ATC brochure for the benefits card. I received that via email last week. But, um, I've, I'm looking at it and I'm... I... and there's some questions on the enrollment, um, form that I have questions about-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that I don't understand. And one of 'em... one of my questions is first for the medical portion. I don't quite understand what the VIP Plus and the VIP Prime is.

Speaker speaker_1: Those are medical plans for, uh, services like doctor's visits, hospital visits, emergency rooms, surgeries, et cetera. Um, what... uh, those plans will cover those kinds of services like, like I said, doctors, hospitals, surgeries-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and things like that. Um, how... uh, however, they do not cover any preventative care services. So things like physicals, vaccines and cancer screenings and the

like are not covered by the VIP plans.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the other medical policies available, there's the Stay Healthy TeleRx Plan, which is preventative only. It'll cover those preventative services, but not the rest of the services that VIP covers, along with an ex- uh, along with a subscription to... or say a membership to the FreeRx program for prescription coverage.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, then there's the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover the, uh, the preventative care benefits that Stay Healthy covers while also covering, uh, the doctors, hospitals and, and things like that that would be covered by VIP.

Speaker speaker_2: Okay. Now does, uh, does Stay Healthy, uh, uh, TeleRx... do- does that cover prescription drugs?

Speaker speaker_1: Uh, through the FreeRx program, yes, ma'am.

Speaker speaker_2: Oh, okay. 'Cause that's what I'm really concerned about, so... And it's the cheaper plan too, so that's probably what I want. Okay. And now the, um... and then the dental and... I'm looking for dental and vision. Those are my... oh, okay. The dental and vision now, um, I, uh, looking... lo- like, for, for the dental, can... what... do... are you a assigned dentist or can you go to any dentist?

Speaker speaker_1: Uh, you have to follow the network. Uh, you can, uh, locate dentists in-network by going to ampublic.com.

Speaker speaker_2: Okay. I'll maybe write that down. AM... AM public.com.

Speaker speaker_1: Dot com.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: That's for dental. And what about for vision? I wanna... see, what I'm trying to do is see if my doctors are in the... in these groups.

Speaker speaker_1: Uh, vision is, uh... let's see here. To locate a vision provider-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... uh, go to metlife.com/vision.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And you'll select VSP Choice as the network.

Speaker speaker_2: Uh, vision. Okay. And, uh, now, uh, back to the medical. Are, are you assigned a special, uh, uh, medical group or how does that one work?

Speaker speaker_1: Uh, so yeah, the medical... uh, the medical network is MultiPlan. And to locate those providers, go to multiplan.com.

Speaker speaker_2: Oh. All right. Let me get my pen back out. Multi... mul-... oh, multiplan.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... plan.com. Oh, okay. That'll help me a lot. All right. Uh,.com. Okay. I'll go to these websites and kinda look around before I make my decision.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.