

## Transcript: Chris Sofield

(deactivated)-6657420675203072-6255514815512576

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Card. This is Chris. How can I help you today? Hi, um, my name is Jerika Turner. I am currently employed with TRC, and I'm just, I guess, calling to get a little bit of information about the different medical healthcare plans. I'm not sure if I called the correct line. Um, yeah. We should be able to help out with that. Okay. Let me pull up the information for their medical policies. Okay. So, TRC offers four different medical plans. Mm-hmm. They offer the Stay Healthy TeleRx Plan, which, um, covers things like physicals, vaccines, cancer screenings, um, and things like that. Uh, it's preventative care services only. It also includes a membership into the FreeRx Pharmacy Program, um- Mm-hmm. ... where if the medication is covered under their formulary, then it's completely free out-of-pocket for you. Um, but that plan only covers preventative care and then those prescription coverages. Uh, any sort of standard doctor's visits, any sort of hospital visits, um, anything like that, uh, those are not covered by the insurance plan. Um, then there's the VIP-Standard and VIP-Plus Plans. Mm-hmm. These plans cover more along the lines of those doctors visits, those hospital visits, and things like that. Um. Mm-hmm. But they do not cover those preventative care services. So, like, while you can go to the doctor if you're sick or if you're injured or anything like that, you would not be able to get, like, a physical, or a vaccine, or something like that. Um, and then finally, there's the Stay Healthy Enhanced Plan. Uh, this is kind of more of a combination plan. It'll cover both the preventative care services as well as the standard doctors, and hospitals, and the like. Okay. Um, do you know where there's somewhere I can see the prices for the ones that cover, like, the basic, if I had to go to, like, the urgent care or primary doctor? Uh, yeah. Um, if you want to provide me with an email address, I can actually send you an information packet that goes over all the plans that, that TRC has to offer. Okay. Gives you an idea of what kind of, uh, what kind of, uh, benefits are available and how much they'll cost, everything like that. Okay. Um, just let me know when you're ready for the email. Okay. Uh, one moment. Go ahead. J-E-R-I-K-A T-U-R-N-E-R 217@yahoo.com. All right. Thank you. All right. So, this, uh, I'll just go ahead and send this on over. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay? Okay. And to, like, enroll into one of the benefits, will I need to call back or is there any way- All right. ... that I can go online? Hmm, let me double-check real quick. 'Cause on your end, you wouldn't be able to see if I have, like, any benefits with them, right? I don't think I do. Uh, no, I actually would be able to look into that. Um- Okay. But yes, there is a, uh, there is an online enrollment portal as well. At the very end- Yeah. ... of that benefits guide, there's a website that you can go to for that. Okay. Um, but yeah, if you want me to... Like, I can go ahead and check to see if you're currently enrolled. I'll just need some more information from you, um- Yes. ... starting with, I would need the last four of your Social. Okay.

The last four of my Social is 9494. Okay. And then, just confirm your first and last name. Jerika, J-E-R-I-K-A, and the last name is Turner, T-U-R-N-E-R. Got it. Miss Turner, can you verify your address and your date of birth for me? Um, I'm not sure if they have the updated address on file, but if not, it may be 1520 Beacon Ridge Court, Apartment 307, Raleigh, North Carolina, 27606. If they have the updated one, it'd be 9, um, 9930 Small Oak Lane, Apartment 206, Raleigh, North Carolina. Um, was it any one of those? Uh, yeah, it was Small Oak Lane. That's... Okay. Yeah, and, um, my date of birth is 04/08/1995. Okay. All right, then. And then, we've got a phone on file for you at 919-930-9277? Yeah, correct. All right. I'm not showing that you're currently enrolled in anything though, ma'am. Okay. All right. Anything else? Um, no, that was it. Thank you so much. You're welcome. Thanks again for calling and have a wonderful day. Mm-hmm. 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 Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, um, my name is Jerika Turner. I am currently employed with TRC, and I'm just, I guess, calling to get a little bit of information about the different medical healthcare plans. I'm not sure if I called the correct line.

Speaker speaker\_1: Um, yeah. We should be able to help out with that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me pull up the information for their medical policies.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, TRC offers four different medical plans.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: They offer the Stay Healthy TeleRx Plan, which, um, covers things like physicals, vaccines, cancer screenings, um, and things like that. Uh, it's preventative care services only. It also includes a membership into the FreeRx Pharmacy Program, um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... where if the medication is covered under their formulary, then it's completely free out-of-pocket for you. Um, but that plan only covers preventative care and then those prescription coverages. Uh, any sort of standard doctor's visits, any sort of hospital visits, um, anything like that, uh, those are not covered by the insurance plan. Um, then there's the VIP-Standard and VIP-Plus Plans.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: These plans cover more along the lines of those doctors visits, those hospital visits, and things like that. Um.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But they do not cover those preventative care services. So, like, while you can go to the doctor if you're sick or if you're injured or anything like that, you would not be able to get, like, a physical, or a vaccine, or something like that. Um, and then finally, there's the Stay Healthy Enhanced Plan. Uh, this is kind of more of a combination plan. It'll cover both the preventative care services as well as the standard doctors, and hospitals, and the like.

Speaker speaker\_2: Okay. Um, do you know where there's somewhere I can see the prices for the ones that cover, like, the basic, if I had to go to, like, the urgent care or primary doctor?

Speaker speaker\_1: Uh, yeah. Um, if you want to provide me with an email address, I can actually send you an information packet that goes over all the plans that, that TRC has to offer.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Gives you an idea of what kind of, uh, what kind of, uh, benefits are available and how much they'll cost, everything like that.

Speaker speaker\_2: Okay. Um, just let me know when you're ready for the email.

Speaker speaker\_1: Okay. Uh, one moment. Go ahead.

Speaker speaker\_2: J-E-R-I-K-A T-U-R-N-E-R 217@yahoo.com.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right. So, this, uh, I'll just go ahead and send this on over. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay?

Speaker speaker\_2: Okay. And to, like, enroll into one of the benefits, will I need to call back or is there any way-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... that I can go online?

Speaker speaker\_1: Hmm, let me double-check real quick.

Speaker speaker\_2: 'Cause on your end, you wouldn't be able to see if I have, like, any benefits with them, right? I don't think I do.

Speaker speaker\_1: Uh, no, I actually would be able to look into that. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: But yes, there is a, uh, there is an online enrollment portal as well. At the very end-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... of that benefits guide, there's a website that you can go to for that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but yeah, if you want me to... Like, I can go ahead and check to see if you're currently enrolled. I'll just need some more information from you, um-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... starting with, I would need the last four of your Social.

Speaker speaker\_2: Okay. The last four of my Social is 9494.

Speaker speaker\_1: Okay. And then, just confirm your first and last name.

Speaker speaker\_2: Jerika, J-E-R-I-K-A, and the last name is Turner, T-U-R-N-E-R.

Speaker speaker\_1: Got it. Miss Turner, can you verify your address and your date of birth for me?

Speaker speaker\_2: Um, I'm not sure if they have the updated address on file, but if not, it may be 1520 Beacon Ridge Court, Apartment 307, Raleigh, North Carolina, 27606. If they have the updated one, it'd be 9, um, 9930 Small Oak Lane, Apartment 206, Raleigh, North Carolina. Um, was it any one of those?

Speaker speaker\_1: Uh, yeah, it was Small Oak Lane.

Speaker speaker\_2: That's... Okay. Yeah, and, um, my date of birth is 04/08/1995.

Speaker speaker\_1: Okay. All right, then. And then, we've got a phone on file for you at 919-930-9277?

Speaker speaker\_2: Yeah, correct.

Speaker speaker\_1: All right. I'm not showing that you're currently enrolled in anything though, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Um, no, that was it. Thank you so much.

Speaker speaker\_1: You're welcome. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Mm-hmm. You too. Bye-bye.

Speaker speaker\_1: Bye now.