

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, Stephanie. Honey, I'm an employee through Crown Services and I have a insurance with y'all, but I have never received a card or anything. Okay, I can see if it's available, and if so, I'll go ahead and send it to your email file. Um, what's that... I'm sorry, what are the last four of your Social number? 73665. And then for security purposes, can you verify your address and date of birth? It's 11/17/84. My address is 154 Robert Crenshaw Road, Northlake, Kentucky 42154. Okay, 270-834-9303 is your phone number? Yes, ma'am. Okay. And then 27... I'm sorry, uh, is your last name 619@gmail.com? It's thethorton619@gmail.com. Okay. Give me one second. Let me correct that. And then you said you never received your cards? No. Okay, so I'll go ahead and put in a card request for you. You should be getting them within seven to ten business days, and I'm gonna go ahead and email those cards to you as well. Um, can I put you in a brief hold while I do that? Yes. Okay. And then is that a good email to send the cards to? Yes. It's thethorton619@gmail.com. All right, I'll be right back. Thank you for your hold. I went ahead and emailed those cards. So you should be getting your dental card and then your preventative card. Um, do you mind verifying that you received it, though? It should come from an email that says info@benefitsinacard.com. Hold on just a second. Okay. I'm sorry, what'd you say? Um, I was letting you know that I went ahead and sent you your dental card, as long as your MEC Pella R.F. card to your email file. I don't know if you mind double checking just in case that you didn't get it. It should come from an email that says info@benefitsinacard.com, and I also requested, um, those two cards to be sent out to you. Okay, I got... Okay, I got 'em. Um, I have a question for you while I got you on the phone, if you don't mind. Mm-hmm. So what does, uh, my insurance cover? Does that cover preventive? I'm sorry? Does my insurance cover preventive- Mm-hmm. Pre- -tative services. Yes, ma'am. So, um, you receive coverage for preventative services with your Stay Healthy M.E.C. Pella R.F.. That plan does require you to stay within the network, so you would have to contact the MultiPlan Network just to make sure that you do stay within the network so that you receive coverage. Um, it includes a membership with FreeRx, which gives you access to over 800 of the top 90% generic drugs prescribed in the U.S., and it also includes virtual urgent care. Um, but this plan that you selected is only a preventative plan, meaning it's only gonna cover like one physical visit, some vaccines, some STD screenings, some cancer screenings. If you ever have questions regarding if a certain service is covered, um, it's always good to contact the carrier, who is 90 degrees, and then they would be able to answer if a particular service would be covered or not. Okay. So how do I contact the carrier? Um, that carrier's phone number should be on your card. Okay. And it doesn't c- You should be able to find that one on your card as well. multi-plan network. Mm-hmm. Okay. It doesn't car- uh, cover any sick visits? No, ma'am. So the plans that would cover that would be... let me

open it. Um, it's the MEC Enhanced and then the VIPs. Okay. But what I seen with them, they don't cover preventative, right? What you currently have only covers preventative. Okay, so that's why- Uh, but otherly, the VIPs don't cover preventative. They only actual, cover your actual like doctor visits once you're sick. Okay, so the one I have does not cover doctor visits if I'm sick? Correct. Okay, then- It only covers their preventative. Okay. So it just covers for screenings? Correct, mm-hmm, some screenings. Um, it depends on which one, not all of them. So if you ever have questions, let's say, for example, like if a mammogram is covered, um, you would have to reach out to the carrier and they would answer that screening is covered or not. But yes, your MEC Pella R.F. is for those preventative services. Okay. Uh, one more question if you don't mind, honey. Mm-hmm. Um, so the virtual- Mm-hmm. ... does that cover sickness or no? So it's only virtual primary care which offers, um, like telephone visits via telephone or a phone call. So it's virtual primary care provides members with face-to-face visits with their physicians across devices. Members can connect with a physician by phone or video enabling both the physician and members to experience complete benefits of establishing a friendship without stepping into a doctor's office. Urgent care 24/7, primary care, care navigation, um, primary care when to use, management of health conditions over time, medications management and ongoing refills. The... And then, uh, what to use, common issues, cold and flu symptoms, allergies, respiratory infections, sinus problems. 24/7 access to board certified physician, which is either a phone call or a click away. So, it's only, um, virtual. Okay. That's fine. But it does cover for me to call if I'm just sick, right? Yes, ma'am. So like, let's say you have like cold and flu symptoms, you're always welcome to contact them and then like to set like an appointment via phone call or video call. That's how that- Okay. And is that number included on my card too? Uh, yes. It should be, but I can also provide it to you. If you don't mind. Okay. So, that number is 800-497-4856. And then I also have their website, if you want that, um, website. Okay. Yeah. So, that's gonna be virtualcare.benefitsnocard.com. Okay. So I can use that for when I'm sick? Yes, ma'am. That eliminates the going into like the actual doctor's- And it covers that 100%, right? Uh, let me verify.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, Stephanie. Honey, I'm an employee through Crown Services and I have a insurance with y'all, but I have never received a card or anything.

Speaker speaker_0: Okay, I can see if it's available, and if so, I'll go ahead and send it to your email file. Um, what's that... I'm sorry, what are the last four of your Social number?

Speaker speaker_1: 73665.

Speaker speaker_0: And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: It's 11/17/84. My address is 154 Robert Crenshaw Road, Northlake, Kentucky 42154.

Speaker speaker_0: Okay, 270-834-9303 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And then 27... I'm sorry, uh, is your last name 619@gmail.com?

Speaker speaker_1: It's thethorton619@gmail.com.

Speaker speaker_0: Okay. Give me one second. Let me correct that. And then you said you never received your cards?

Speaker speaker_1: No.

Speaker speaker_0: Okay, so I'll go ahead and put in a card request for you. You should be getting them within seven to ten business days, and I'm gonna go ahead and email those cards to you as well. Um, can I put you in a brief hold while I do that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then is that a good email to send the cards to?

Speaker speaker_1: Yes. It's thethorton619@gmail.com.

Speaker speaker_0: All right, I'll be right back.

Speaker speaker_2: Thank you for your hold. I went ahead and emailed those cards. So you should be getting your dental card and then your preventative card. Um, do you mind verifying that you received it, though? It should come from an email that says info@benefitsinacard.com. Hold on just a second.

Speaker speaker_3: Okay.

Speaker speaker_2: I'm sorry, what'd you say?

Speaker speaker_3: Um, I was letting you know that I went ahead and sent you your dental card, as long as your MEC Pella R.F. card to your email file. I don't know if you mind double checking just in case that you didn't get it. It should come from an email that says info@benefitsinacard.com, and I also requested, um, those two cards to be sent out to you.

Speaker speaker_2: Okay, I got... Okay, I got 'em. Um, I have a question for you while I got you on the phone, if you don't mind.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: So what does, uh, my insurance cover? Does that cover preventive?

Speaker speaker_3: I'm sorry?

Speaker speaker_2: Does my insurance cover preventive-

Speaker speaker_3: Mm-hmm. Pre- -tative services. Yes, ma'am. So, um, you receive coverage for preventative services with your Stay Healthy M.E.C. Pella R.F.. That plan does require you to stay within the network, so you would have to contact the MultiPlan Network just to make sure that you do stay within the network so that you receive coverage. Um, it includes a membership with FreeRx, which gives you access to over 800 of the top 90% generic drugs prescribed in the U.S., and it also includes virtual urgent care. Um, but this plan that you selected is only a preventative plan, meaning it's only gonna cover like one physical visit, some vaccines, some STD screenings, some cancer screenings. If you ever have questions regarding if a certain service is covered, um, it's always good to contact the carrier, who is 90 degrees, and then they would be able to answer if a particular service would be covered or not.

Speaker speaker_2: Okay. So how do I contact the carrier?

Speaker speaker_3: Um, that carrier's phone number should be on your card.

Speaker speaker_2: Okay. And it doesn't c-

Speaker speaker_3: You should be able to find that one on your card as well. multi-plan network. Mm-hmm.

Speaker speaker_2: Okay. It doesn't car- uh, cover any sick visits?

Speaker speaker_3: No, ma'am. So the plans that would cover that would be... let me open it. Um, it's the MEC Enhanced and then the VIPs.

Speaker speaker_2: Okay. But what I seen with them, they don't cover preventative, right?

Speaker speaker_3: What you currently have only covers preventative.

Speaker speaker_2: Okay, so that's why-

Speaker speaker_3: Uh, but otherly, the VIPs don't cover preventative. They only actual, cover your actual like doctor visits once you're sick.

Speaker speaker_2: Okay, so the one I have does not cover doctor visits if I'm sick?

Speaker speaker_3: Correct.

Speaker speaker_2: Okay, then-

Speaker speaker_3: It only covers their preventative.

Speaker speaker_2: Okay. So it just covers for screenings?

Speaker speaker_3: Correct, mm-hmm, some screenings. Um, it depends on which one, not all of them. So if you ever have questions, let's say, for example, like if a mammogram is covered, um, you would have to reach out to the carrier and they would answer that screening is covered or not. But yes, your MEC Pella R.F. is for those preventative services.

Speaker speaker_2: Okay. Uh, one more question if you don't mind, honey.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Um, so the virtual-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... does that cover sickness or no?

Speaker speaker_3: So it's only virtual primary care which offers, um, like telephone visits via telephone or a phone call. So it's virtual primary care provides members with face-to-face visits with their physicians across devices. Members can connect with a physician by phone or video enabling both the physician and members to experience complete benefits of establishing a friendship without stepping into a doctor's office. Urgent care 24/7, primary care, care navigation, um, primary care when to use, management of health conditions over time, medications management and ongoing refills. The... And then, uh, what to use, common issues, cold and flu symptoms, allergies, respiratory infections, sinus problems.

Speaker speaker_0: 24/7 access to board certified physician, which is either a phone call or a click away. So, it's only, um, virtual.

Speaker speaker_4: Okay. That's fine. But it does cover for me to call if I'm just sick, right?

Speaker speaker_0: Yes, ma'am. So like, let's say you have like cold and flu symptoms, you're always welcome to contact them and then like to set like an appointment via phone call or video call. That's how that-

Speaker speaker_4: Okay. And is that number included on my card too?

Speaker speaker_0: Uh, yes. It should be, but I can also provide it to you.

Speaker speaker_4: If you don't mind.

Speaker speaker_0: Okay. So, that number is 800-497-4856. And then I also have their website, if you want that, um, website.

Speaker speaker_4: Okay. Yeah.

Speaker speaker_0: So, that's gonna be virtualcare.benefitsnocard.com.

Speaker speaker_4: Okay. So I can use that for when I'm sick?

Speaker speaker_0: Yes, ma'am. That eliminates the going into like the actual doctor's-

Speaker speaker_4: And it covers that 100%, right?

Speaker speaker_0: Uh, let me verify.