

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? I need to activate my card, please. I want to activate my, my insurance plan. And I've talked to you guys a couple times, and I've had insurance with y'all. I just need to reactivate. So, I can check to see if you are eligible or if you're active. What staff, what staff agency is this? It's Megaforce. And then, what are the last four of your Social? 2008. I need your first and last name. Gary, G-E-R-R-Y. Stephens, S-P-E-V-E-N-S. I'm sorry, you said 3008 or 2008? 2008. Okay. Okay, thank you, sir. And then for security purposes, can you verify your address and date of birth? 811 Johnson Street, Reidsville, North Carolina, 27320. 12-31-66. 336-432-2273 is your phone number? That's right. And then, I have gstephens2424@gmail.com. Is that up-to-date? That's a good one, but I'd rather use the Joyce one. Yeah, have that as secondary. Yeah. That way, we can print the card and stuff off of it. So, how long have you been working with them? Uh, this, uh, this is the end of my second week. Okay. I've worked with them before. So, since I have an old hire date of September the sixth of last year, I would have to send out a, a email to the main office to do a eligibility review because at this time, I wouldn't be able to enroll you without the notification that you aren't eligible. They done, they've done done that. 'Cause I wanted to change plans, and I couldn't do that either. Because the... Yeah. So I don't see any notes- ... December is. ... of them doing that, so I do have to do that eligibility review with them. Um, usually, they notate everything, and I don't see any notations. Give me one second. Let me look. I had noticed three different people. Okay. Let me- They said I couldn't... I couldn't, uh, change my policy until December, 'cause that was when open enrollment was. Okay, give me one second. Let, let me review your account to see what those notes say. Give me one second. Okay. 3RS. Okay, sir. So, I am looking, and it looks like you are eligible for a reinstatement. So, technically, you would have to get the same plans that you had before. You are allowed to take some off, but you wouldn't be allowed to add new ones, okay? Oh, I can take some off? Yes, you're allowed- So, anything we want to take off? So, you can take off, but you can't add new ones. So, let's say you don't want dental anymore. You can take dental off, and then, keep the others. But you wouldn't be allowed to add new plans. You would have to have the same ones as before. You can take them off, um, or you can take... Because, I mean, it's just 60/64, the way it is. And you had the Intra Plus Basic, which is the plan that covers a flat fee towards your doctor visits and sick, urgent care, emergency room, and surgeries, employee plus spouse. You had dental, short-term disability, term life, vision, and then the NEC Telarefs, which is your preventative plan, the one that covers like a physical, some vaccines, some STD/cancer screenings. Um, and it looks like those were the only ones you had. There was something on there that had, uh, for prescriptions, too. So, both of the plans that you had before, being the Intra Plus Basic, that one has prescrip- prescription coverage through Pharmacoville. And then, the

preventative one, which is the NEC Telarefs, has prescription coverage through MedImpact, and they offer a membership with 3RS, which gives you access to the top 90% generic drugs prescribed in the US. So, both of those plan have prescription benefits in them.... and they're in my plan that I had before, correct? Correct. Yes, sir. Okay. That's all I need to know. I just need to activate them. Okay. Okay, so you want the same one? Did, did, did you wanna take anything off or did you just- No. ... want the same thing that you had before? The same thing I had before. Okay, give me one second. Let me start doing that real quick. Okay, sir. So we have the Insure Plus. Did you still wanna do Employee Plus Bounds? Yes. Okay, so I have that one and your dental plan and short-term disability, term life, vision and the MEC Tele-RS. All right. And that's still gonna be the same amount that you paid before, \$60.64, okay? Um, so please allow one or two weeks for Mega 4 Staffing to make the first deduction of the \$60.64 out of your paycheck. Once you see that first deduction, the following Monday the plan becomes effective so it doesn't start right away, but I would just be looking at your pay stubs- Right. ... 'cause it typically takes one or two weeks. Once you see that they deducted it out of your check the first time, then that following Monday the plan becomes active and then by that first week of activation week, either Thursday or Friday, you should be getting your dental card, your vision card and your preventative card. However, for your Insure Plus Basic, which is that plan that covers like a doctor visit, sick, urgent care, emergency room, surgery, for that plan if you do want a physical card, you would have to call that Monday to request it. Um, so you have to be active for us to put in a card request for your medical card. And if you have like a doctor's appointment- Well, I'm just- ... and stuff, you can just contact us and we'll send them to you electronically if you still are waiting on them. So. Which one is the prescription plan? Um, the MEC Tele-RS which is your preventative, and your Insure Plus Basic which is your medical. They'll send us some cards. So, you send them cards, right? Yes. Um, so, so you would have to become active and then that first week of activation week, you should be getting the cards mailed out to your address. Um, if you have a doctor's appointment coming up and you're still waiting on your card, once you become active you can just contact us and we can send them via your email as well while you wait on them. Okay. So I just wait- And then that pharmacy information is on that card. So you have two different benefits when it comes to your, um, prescriptions. Um, through your Insure Plus which is the plan that actually covers like your urgent care, emergency room, it's through a carrier called Pharmaville. And for your MEC Tele-RS which is the one that covers like your preventative visits such as a physical, some vaccines, yearly check-ups, that's through, um, Medimpact. So it's two different carriers. And your Tele-RS plan offers a membership with VR X which gives you access to generic medications for a cheaper price. Okay. All right? Well, that, that card will be mailed to me, correct? Y- yes. Yes, it will. Okay. Um, just keep in mind- I mean, I don't need to caw, I don't need to call to have that mailed. No. Um, the only one that you do is your medical card. For that one they don't send it out to you, so if you do want a physical copy you would have to call that first Monday that you become active to request it and we can put a card request for the carrier to mail it out to you. That one, for some reason they don't send it, so we do have to request it. So, if you're not so sure if you're active or not, you can always just contact us and we'll let you know if your coverage has became active. Okay. All right? So I'm looking at least two weeks? Correct. Yes, sir. Okay. That's what I needed to know. They're going to mail them out? ... get it but I'm asking. Yeah, they're going to mail them, honey, but they can't mail them to you after they're activated. Oh. Yeah. Yes. So you would just have to

pay the waiting fee now and wait for them to do the first deduction. Yeah, 'cause last time it, they took so long we ended up having to, having to send her an email. Mm-hmm. And she was printing out, printed them out. Yes, sir. So if they do 'cause it typically takes, uh, it typically takes like one or two weeks for them to mail it out. But if you need them before that, you can just call us and we can email them to you as well. Yeah, that's what I think we need left for them. Mm-hmm. All right. But yeah, she'll send them through the hard copy. Yes, sir. Mm-hmm. Okay. Well, all right. Well, thank you very much. You're welcome. Have a nice day. Uh, you too.

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: I need to activate my card, please. I want to activate my, my insurance plan. And I've talked to you guys a couple times, and I've had insurance with y'all. I just need to reactivate.

Speaker speaker_0: So, I can check to see if you are eligible or if you're active. What staff, what staff agency is this?

Speaker speaker_1: It's Megaforce.

Speaker speaker_0: And then, what are the last four of your Social?

Speaker speaker_1: 2008.

Speaker speaker_0: I need your first and last name.

Speaker speaker_1: Gary, G-E-R-R-Y. Stephens, S-P-E-V-E-N-S.

Speaker speaker_0: I'm sorry, you said 3008 or 2008?

Speaker speaker_1: 2008.

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

Speaker speaker_1: 811 Johnson Street, Reidsville, North Carolina, 27320. 12-31-66.

Speaker speaker_0: 336-432-2273 is your phone number?

Speaker speaker_1: That's right.

Speaker speaker_0: And then, I have gstephens2424@gmail.com. Is that up-to-date?

Speaker speaker_1: That's a good one, but I'd rather use the Joyce one.

Speaker speaker_0: Yeah, have that as secondary.

Speaker speaker_1: Yeah. That way, we can print the card and stuff off of it.

Speaker speaker_0: So, how long have you been working with them?

Speaker speaker_1: Uh, this, uh, this is the end of my second week.

Speaker speaker_0: Okay.

Speaker speaker_1: I've worked with them before.

Speaker speaker_0: So, since I have an old hire date of September the sixth of last year, I would have to send out a, a email to the main office to do a eligibility review because at this time, I wouldn't be able to enroll you without the notification that you aren't eligible.

Speaker speaker_1: They done, they've done done that. 'Cause I wanted to change plans, and I couldn't do that either. Because the...

Speaker speaker_0: Yeah. So I don't see any notes-

Speaker speaker_1: ... December is.

Speaker speaker_0: ... of them doing that, so I do have to do that eligibility review with them. Um, usually, they notate everything, and I don't see any notations. Give me one second. Let me look.

Speaker speaker_1: I had noticed three different people.

Speaker speaker_0: Okay. Let me-

Speaker speaker_1: They said I couldn't... I couldn't, uh, change my policy until December, 'cause that was when open enrollment was.

Speaker speaker_0: Okay, give me one second. Let, let me review your account to see what those notes say. Give me one second.

Speaker speaker_1: Okay. 3RS.

Speaker speaker_0: Okay, sir. So, I am looking, and it looks like you are eligible for a reinstatement. So, technically, you would have to get the same plans that you had before. You are allowed to take some off, but you wouldn't be allowed to add new ones, okay?

Speaker speaker_1: Oh, I can take some off?

Speaker speaker_0: Yes, you're allowed-

Speaker speaker_1: So, anything we want to take off?

Speaker speaker_0: So, you can take off, but you can't add new ones. So, let's say you don't want dental anymore. You can take dental off, and then, keep the others. But you wouldn't be allowed to add new plans. You would have to have the same ones as before. You can take them off, um, or you can take...

Speaker speaker_1: Because, I mean, it's just 60/64, the way it is.

Speaker speaker_0: And you had the Intra Plus Basic, which is the plan that covers a flat fee towards your doctor visits and sick, urgent care, emergency room, and surgeries, employee

plus spouse. You had dental, short-term disability, term life, vision, and then the NEC Telarefs, which is your preventative plan, the one that covers like a physical, some vaccines, some STD/cancer screenings. Um, and it looks like those were the only ones you had.

Speaker speaker_1: There was something on there that had, uh, for prescriptions, too.

Speaker speaker_0: So, both of the plans that you had before, being the Intra Plus Basic, that one has prescrip- prescription coverage through Pharmacoville. And then, the preventative one, which is the NEC Telarefs, has prescription coverage through MedImpact, and they offer a membership with 3RS, which gives you access to the top 90% generic drugs prescribed in the US. So, both of those plan have prescription benefits in them.

Speaker speaker_2: ... and they're in my plan that I had before, correct?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_2: Okay. That's all I need to know. I just need to activate them.

Speaker speaker_0: Okay. Okay, so you want the same one? Did, did, did you wanna take anything off or did you just-

Speaker speaker_2: No.

Speaker speaker_0: ... want the same thing that you had before?

Speaker speaker_2: The same thing I had before.

Speaker speaker_0: Okay, give me one second. Let me start doing that real quick. Okay, sir. So we have the Insure Plus. Did you still wanna do Employee Plus Bounds?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay, so I have that one and your dental plan and short-term disability, term life, vision and the MEC Tele-RS. All right. And that's still gonna be the same amount that you paid before, \$60.64, okay? Um, so please allow one or two weeks for Mega 4 Staffing to make the first deduction of the \$60.64 out of your paycheck. Once you see that first deduction, the following Monday the plan becomes effective so it doesn't start right away, but I would just be looking at your pay stubs-

Speaker speaker_2: Right.

Speaker speaker_0: ... 'cause it typically takes one or two weeks. Once you see that they deducted it out of your check the first time, then that following Monday the plan becomes active and then by that first week of activation week, either Thursday or Friday, you should be getting your dental card, your vision card and your preventative card. However, for your Insure Plus Basic, which is that plan that covers like a doctor visit, sick, urgent care, emergency room, surgery, for that plan if you do want a physical card, you would have to call that Monday to request it. Um, so you have to be active for us to put in a card request for your medical card. And if you have like a doctor's appointment-

Speaker speaker_2: Well, I'm just-

Speaker speaker_0: ... and stuff, you can just contact us and we'll send them to you electronically if you still are waiting on them. So.

Speaker speaker_2: Which one is the prescription plan?

Speaker speaker_0: Um, the MEC Tele-RS which is your preventative, and your Insure Plus Basic which is your medical.

Speaker speaker_3: They'll send us some cards.

Speaker speaker_2: So, you send them cards, right?

Speaker speaker_0: Yes. Um, so, so you would have to become active and then that first week of activation week, you should be getting the cards mailed out to your address. Um, if you have a doctor's appointment coming up and you're still waiting on your card, once you become active you can just contact us and we can send them via your email as well while you wait on them.

Speaker speaker_2: Okay. So I just wait-

Speaker speaker_0: And then that pharmacy information is on that card. So you have two different benefits when it comes to your, um, prescriptions. Um, through your Insure Plus which is the plan that actually covers like your urgent care, emergency room, it's through a carrier called Pharmaville. And for your MEC Tele-RS which is the one that covers like your preventative visits such as a physical, some vaccines, yearly check-ups, that's through, um, Medimpact. So it's two different carriers. And your Tele-RS plan offers a membership with VR X which gives you access to generic medications for a cheaper price.

Speaker speaker_2: Okay.

Speaker speaker_0: All right?

Speaker speaker_2: Well, that, that card will be mailed to me, correct?

Speaker speaker_0: Y- yes. Yes, it will.

Speaker speaker_2: Okay.

Speaker speaker_0: Um, just keep in mind-

Speaker speaker_2: I mean, I don't need to call, I don't need to call to have that mailed.

Speaker speaker_0: No. Um, the only one that you do is your medical card. For that one they don't send it out to you, so if you do want a physical copy you would have to call that first Monday that you become active to request it and we can put a card request for the carrier to mail it out to you. That one, for some reason they don't send it, so we do have to request it. So, if you're not so sure if you're active or not, you can always just contact us and we'll let you know if your coverage has become active.

Speaker speaker_2: Okay.

Speaker speaker_0: All right?

Speaker speaker_2: So I'm looking at least two weeks?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_2: Okay. That's what I needed to know.

Speaker speaker_3: They're going to mail them out? ... get it but I'm asking.

Speaker speaker_2: Yeah, they're going to mail them, honey, but they can't mail them to you after they're activated.

Speaker speaker_3: Oh.

Speaker speaker_0: Yeah. Yes. So you would just have to pay the waiting fee now and wait for them to do the first deduction.

Speaker speaker_2: Yeah, 'cause last time it, they took so long we ended up having to, having to send her an email.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: And she was printing out, printed them out.

Speaker speaker_0: Yes, sir. So if they do 'cause it typically takes, uh, it typically takes like one or two weeks for them to mail it out. But if you need them before that, you can just call us and we can email them to you as well.

Speaker speaker_2: Yeah, that's what I think we need left for them.

Speaker speaker_0: Mm-hmm. All right.

Speaker speaker_2: But yeah, she'll send them through the hard copy.

Speaker speaker_0: Yes, sir. Mm-hmm.

Speaker speaker_2: Okay. Well, all right. Well, thank you very much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: Uh, you too.