

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Protection Hello. ... Program. My name is Stephanie. How can I assist you? Hello. I just was wondering, um, I got coverage through like a temporary agency and I was wondering- ... if I still have coverage at all. Um- Yes, you do have it. Or if it's renewed. Yeah. Um, what's the name of that staffing... What's the name of- What's the name of what? I'm sorry. Of the staffing agency? Um, it's American Staff Corp. Thank you. And then, what are the last four of your social? Uh, 8772. And then, what was your first and last name? Uh, the first name's Talitha. Last name, Truelove. For security purposes, can you verify your address and date of birth? Um, it's 15145 Marlin Road, Oklahom- Oklahoma 74447, 9/9 of '85. And then, is your phone number the 918-304-4773? Yes. Okay, and then I have the first initial of your first name, last name, 2004 @gmail.com. Is that up-to-date? Yes. Yeah, so you actually do have active coverage. Um, let me see. You have the MEC TeleRx, which is the plan that they automatically enroll you in. Um, it covers preventative services such as a physical, some vaccines, some STD and cancer screenings. Um, but it's only for your preventative visits, so it does not cover your doctor visits, the sick, urgent care, emergency room, um, hospitalization, if injured, neither surgeries. It's only for those preventative visits, and it does require you to stay within your part D. It looks like you became active on April the 14th of this year. Okay, and what does... When does it go through? Because I'm I... Like, I'm not currently working. I, I, I'm not currently employed, but I'm still, like, looking. Does that make sense? Oh, okay 'cause it looks like you're already active. They have already started to make, um, make weekly deductions from your check for it. Okay. Yeah, 'cause right now, I, I am still with the staffing agency, but I'm not employed. The first job, I'm no longer employed there, if that makes sense. So, I didn't know how that works. Well, if they're your staffing agency- Or do they pay for the... Um, but, uh, you are active, like I said. This is one, two, three. This is your, um, fourth week with active coverage, and you're active for this week. Okay. Mm-hmm. Did you ever get your card? Yeah, I got it just in the mail. Okay. And I have it. And then, just remember that- Yeah. ... you do have to stay within network if you do use it, and that it's for your preventative visits only. Okay. Okay, good deal. All right. Do you have any- All right, that's pretty good. ... other questions? Nope, I think I'm good. All right. Well, I hope you have a great day. Thank you for your time. All right. Uh-huh. Thank you. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Protection

Speaker speaker_1: Hello.

Speaker speaker_0: ... Program. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. I just was wondering, um, I got coverage through like a temporary agency and I was wondering- ... if I still have coverage at all. Um-

Speaker speaker_0: Yes, you do have it.

Speaker speaker_1: Or if it's renewed. Yeah.

Speaker speaker_0: Um, what's the name of that staffing... What's the name of-

Speaker speaker_1: What's the name of what? I'm sorry.

Speaker speaker_0: Of the staffing agency?

Speaker speaker_1: Um, it's American Staff Corp.

Speaker speaker_0: Thank you. And then, what are the last four of your social?

Speaker speaker_1: Uh, 8772.

Speaker speaker_0: And then, what was your first and last name?

Speaker speaker_1: Uh, the first name's Talitha. Last name, Truelove.

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

Speaker speaker_1: Um, it's 15145 Marlin Road, Oklahom- Oklahoma 74447, 9/9 of '85.

Speaker speaker_0: And then, is your phone number the 918-304-4773?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I have the first initial of your first name, last name, 2004 @gmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, so you actually do have active coverage. Um, let me see. You have the MEC TeleRx, which is the plan that they automatically enroll you in. Um, it covers preventative services such as a physical, some vaccines, some STD and cancer screenings. Um, but it's only for your preventative visits, so it does not cover your doctor visits, the sick, urgent care, emergency room, um, hospitalization, if injured, neither surgeries. It's only for those preventative visits, and it does require you to stay within your part D. It looks like you became active on April the 14th of this year.

Speaker speaker_1: Okay, and what does... When does it go through? Because I'm I... Like, I'm not currently working. I, I, I'm not currently employed, but I'm still, like, looking. Does that make sense?

Speaker speaker_0: Oh, okay 'cause it looks like you're already active. They have already started to make, um, make weekly deductions from your check for it.

Speaker speaker_1: Okay. Yeah, 'cause right now, I, I am still with the staffing agency, but I'm not employed. The first job, I'm no longer employed there, if that makes sense. So, I didn't know how that works.

Speaker speaker_0: Well, if they're your staffing agency-

Speaker speaker_1: Or do they pay for the...

Speaker speaker_0: Um, but, uh, you are active, like I said. This is one, two, three. This is your, um, fourth week with active coverage, and you're active for this week.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. Did you ever get your card?

Speaker speaker_1: Yeah, I got it just in the mail.

Speaker speaker_0: Okay.

Speaker speaker_1: And I have it.

Speaker speaker_0: And then, just remember that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you do have to stay within network if you do use it, and that it's for your preventative visits only.

Speaker speaker_1: Okay. Okay, good deal.

Speaker speaker_0: All right. Do you have any-

Speaker speaker_1: All right, that's pretty good.

Speaker speaker_0: ... other questions?

Speaker speaker_1: Nope, I think I'm good.

Speaker speaker_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_1: All right. Uh-huh. Thank you. Mm-hmm.

Speaker speaker_0: Bye.