

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, my name, my name is Wesley Gregory. I, I work with, uh, Crown Staffing. And, uh, I was just wondering, what, what all comes with the, the benefits? Like, what... Okay, yeah, I can explain them to you. Um, however, we do administrate different agencies around the nation, not only Crown. So, I do need to get in your file, because different staffing agencies offer different plans, and they, um, offer different, uh, prices for those plans. Okay. Uh, so I do need to get in your file. Give me one second. So, you're with Crown, right? Yeah. Um, what are the last four of your Social? 0335. And your first and last name, please. Wesley Gregory. For security purposes, can you please verify your address and date of birth? 28 Locust Street, Hopkinsville, Kentucky- Yep. And my date of birth is 7/1/03. Ooh, I'm sorry. Give me one second. My system's kinda slow today. I apologize. It's slowly- It matters. Okay. Can you verify that address again, and date of birth for me? 28 Locust Street, Hopkinsville, Kentucky, and my date of birth is 7/1/03. Then I have 772-268-7567 as your phone number. 7-5-6-7? Yes, sir. Yeah, 776... And then I have im.mr.ghost776- @.com. Yes, sir. All right, so let's see. You have the MEC Tele-RS plan. So it looks like you were auto-enrolled into the MEC Tele-RS, which is only a preventative plan. So, you have the plan that covers like a physical, some vaccines, some STD and cancer screening, and it requires you to stay within network. So what that means is you can only use their doctors and clinics to receive coverage. So it is important that you do use their list. Because if you go, let's say, for a physical out of network, even though it's a preventative visit, you will not be covered, 'cause you do have to stay within network. Um, so it does have prescription benefits as well, for your pre- preventative, um, prescriptions through Medimpact. Mm-hmm. And that plan also offers a membership with FreeRx. Um, which FreeRx gives you access to the top 90% generic drugs prescribed in the US. But it does not cover any doctor visits if sick, any hospital visits if injured. It does not cover urgent care either, nor emergency room, nor surgeries. So it's only for your preventative visits, which are like a physical, some vaccines, some STD and cancer screening. And it looks like you're paying a weekly deduction for it, for \$15.67. Does it have any- And so does that... That, that doesn't have, um, no, no dental or nothing? No, sir. So it's only a preventative plan. Um- Okay. So if, if- It doesn't cover anything- ... if I was to go for like a, like a STD testing or something, and they were to ask me what, like, what insurance I got, what, what would I say to have, um, like... So you have, the carrier is 90degrees. Um, did you ever get your card? Yes, I did. But I, I have no idea where it's at. So I can go ahead and email it to you. All that information regarding the carrier is on that card. You would just have to tell them- Oh, okay. That's fine. ... it's 90degrees. Um, and like I said, you do have to stay within network. So I'll send you your card, and then I'll, and that email that I'll send to you is the phone number that you can contact to find where you can go. And then from there, they'll, they'll just set up

your appointment and stuff. And if you ever have questions regarding, "Hey, is this screening covered?" Whoever, every time, whoever you ask is the carrier. Okay. And if you're not sure, you can just contact us, and we'll just direct you and transfer you to the carrier. But if you want, I can go ahead and send you your card, which has the phone number to reach out to find a provider that takes the plan that you have. Yeah, you can just send it to me. Okay. And then did you want me to go ahead and re- request it again? Yeah, yeah. Okay. Can I put you in a brief hold while I email that information to you, just to confirm with you that you did receive it? Yes, ma'am. Okay. Thank you. Okay. Thank you for holding. I went ahead and emailed that to you. Um, do you mind confirming that y- you received it? Yeah. I- I'm checking my email right now. And then it should come from an email that says info@benefitsinacard.com. If you don't see it right away, I would also check your spam and your junk file. That says, "Activate your Benefits in a Card Account." Yeah. So c- um, click on it. It's gonna s- show you a PDF with your card attached to it. Well, I... Hold on. I think this one says f- Saturday, though. Or- No. I don't know. So that's definitely not it. Um, I would check your spam and your junk. It's gonna come from info@benefitsinacard.com. It's gonna say, um, about providers. Okay. Yeah. I got it. You got it? Yes. So when you click on your card and you open it, it's gonna show you something that says 90 degrees. Um, that 883-4296, that number, if you ever have questions if something has coverage or not, like if you wanna know is a... what, like, colonoscopy example, or is a gonorrhea STI screening is covered, you would just call that number and they would be able to answer that question and tell you, "Yes, that's something that we covered." From there, you would just have to call that 6993 number to find a doctor to go to. Okay. And then you just show them your card. Okay. Thank you. Mm-hmm. And then with the pharmacy is through MedImpact. So all that information is there. And then- Yeah. I see it at the top. ... you should be getting your card within like seven to 10 business days, not including weekends nor holidays, because Friday is- Okay. ... I believe it's Good Friday. Okay. Okay? All right. Thank you. Well, I hope you have a great day. 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: Uh, my name, my name is Wesley Gregory. I, I work with, uh, Crown Staffing. And, uh, I was just wondering, what, what all comes with the, the benefits? Like, what...

Speaker speaker_0: Okay, yeah, I can explain them to you. Um, however, we do administrate different agencies around the nation, not only Crown. So, I do need to get in your file, because different staffing agencies offer different plans, and they, um, offer different, uh, prices for those plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, so I do need to get in your file. Give me one second. So, you're with Crown, right?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: 0335.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Wesley Gregory.

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

Speaker speaker_1: 28 Locust Street, Hopkinsville, Kentucky-

Speaker speaker_0: Yep.

Speaker speaker_1: And my date of birth is 7/1/03.

Speaker speaker_0: Ooh, I'm sorry. Give me one second. My system's kinda slow today. I apologize. It's slowly-

Speaker speaker_1: It matters.

Speaker speaker_0: Okay. Can you verify that address again, and date of birth for me?

Speaker speaker_1: 28 Locust Street, Hopkinsville, Kentucky, and my date of birth is 7/1/03.

Speaker speaker_0: Then I have 772-268-7567 as your phone number.

Speaker speaker_1: 7-5-6-7?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, 776...

Speaker speaker_0: And then I have im.mr.ghost776-

Speaker speaker_1: @.com.

Speaker speaker_0: Yes, sir. All right, so let's see. You have the MEC Tele-RS plan. So it looks like you were auto-enrolled into the MEC Tele-RS, which is only a preventative plan. So, you have the plan that covers like a physical, some vaccines, some STD and cancer screening, and it requires you to stay within network. So what that means is you can only use their doctors and clinics to receive coverage. So it is important that you do use their list. Because if you go, let's say, for a physical out of network, even though it's a preventative visit, you will not be covered, 'cause you do have to stay within network. Um, so it does have prescription benefits as well, for your pre- preventative, um, prescriptions through Medimpact.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And that plan also offers a membership with FreeRx. Um, which FreeRx gives you access to the top 90% generic drugs prescribed in the US. But it does not cover any doctor visits if sick, any hospital visits if injured. It does not cover urgent care either, nor

emergency room, nor surgeries. So it's only for your preventative visits, which are like a physical, some vaccines, some STD and cancer screening. And it looks like you're paying a weekly deduction for it, for \$15.67. Does it have any-

Speaker speaker_1: And so does that... That, that doesn't have, um, no, no dental or nothing?

Speaker speaker_0: No, sir. So it's only a preventative plan. Um-

Speaker speaker_1: Okay. So if, if-

Speaker speaker_0: It doesn't cover anything-

Speaker speaker_1: ... if I was to go for like a, like a STD testing or something, and they were to ask me what, like, what insurance I got, what, what would I say to have, um, like...

Speaker speaker_0: So you have, the carrier is 90degrees. Um, did you ever get your card?

Speaker speaker_1: Yes, I did. But I, I have no idea where it's at.

Speaker speaker_0: So I can go ahead and email it to you. All that information regarding the carrier is on that card. You would just have to tell them-

Speaker speaker_1: Oh, okay. That's fine.

Speaker speaker_0: ... it's 90degrees. Um, and like I said, you do have to stay within network. So I'ma send you your card, and then I'ma, and that email that I'ma send to you is the phone number that you can contact to find where you can go. And then from there, they'll, they'll just set up your appointment and stuff. And if you ever have questions regarding, "Hey, is this screening covered?" Whoever, every time, whoever you ask is the carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you're not sure, you can just contact us, and we'll just direct you and transfer you to the carrier. But if you want, I can go ahead and send you your card, which has the phone number to reach out to find a provider that takes the plan that you have.

Speaker speaker_1: Yeah, you can just send it to me.

Speaker speaker_0: Okay. And then did you want me to go ahead and re- request it again?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay. Can I put you in a brief hold while I email that information to you, just to confirm with you that you did receive it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Thank you.Okay. Thank you for holding. I went ahead and emailed that to you. Um, do you mind confirming that y- you received it?

Speaker speaker_2: Yeah. I- I'm checking my email right now.

Speaker speaker_0: And then it should come from an email that says info@benefitsinacard.com. If you don't see it right away, I would also check your spam and

your junk file.

Speaker speaker_2: That says, "Activ- Activate your Benefits in a Card Account."

Speaker speaker_0: Yeah. So c- um, click on it. It's gonna s- show you a PDF with your card attached to it.

Speaker speaker_2: Well, I... Hold on. I think this one says f- Saturday, though. Or-

Speaker speaker_0: No.

Speaker speaker_2: I don't know.

Speaker speaker_0: So that's definitely not it. Um, I would check your spam and your junk. It's gonna come from info@benefitsinacard.com. It's gonna say, um, about providers.

Speaker speaker_2: Okay. Yeah. I got it.

Speaker speaker_0: You got it?

Speaker speaker_2: Yes.

Speaker speaker_0: So when you click on your card and you open it, it's gonna show you something that says 90 degrees. Um, that 883-4296, that number, if you ever have questions if something has coverage or not, like if you wanna know is a... what, like, colonoscopy example, or is a gonorrhea STI screening is covered, you would just call that number and they would be able to answer that question and tell you, "Yes, that's something that we covered." From there, you would just have to call that 6993 number to find a doctor to go to.

Speaker speaker_2: Okay.

Speaker speaker_0: And then you just show them your card.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Mm-hmm. And then with the pharmacy is through MedImpact. So all that information is there. And then-

Speaker speaker_2: Yeah. I see it at the top.

Speaker speaker_0: ... you should be getting your card within like seven to 10 business days, not including weekends nor holidays, because Friday is-

Speaker speaker_2: Okay.

Speaker speaker_0: ... I believe it's Good Friday.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay? All right.

Speaker speaker_2: Thank you.

Speaker speaker_0: Well, I hope you have a great day.

Speaker speaker_2: You too.