

Transcript: Francesca

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Full Transcript

Thank you for coming to Benefits in a Card. My name is Francesca. How can I help you? Hi, Francesca. How are you doing? Good. How can I help you? Hey. Um, I'm just paying for a Benefits in a Card state health, the MEC, through Wagner Staffing and, um, I need to use it today but I didn't really receive a card or anything, but I've been paying my premium every week of \$14 and I'm not really sure how to go about using it or where it's accepted. Sure thing, sir. I think that was the that I do want to correct. We don't own any of these benefits. We only administer them, so the MEC plan that you have been paying for is Medical Benefits in a Card plan. What are the last four of your Social? 5783. And the last name? Barrett. B-A-R-R-E-T-T. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Absolutely. 3567 Green Pine Way. Date of birth is October 6, 1996. Can you show a phone number reaching 954-268-8654? Uh, 954-268-8647. 8647. And currently, we don't have any email address on the account. Would you like to put one down? Uh, yes, ma'am. Yep. What would be that email address you like to have on file? Paj.abarr@gmail.com. Paj.abarr@gmail.com? Yes, ma'am. Okay. So that plan was part of Wagner Staffing Auto Enrollment Company policy. It is a preventative medical plan only, so it's not going to cover hospital indemnity services such as urgent care, emergency room, doctor visits or surgeries. The preventative services are those that you get done to make sure you're up to health, like your annual physical, your screenings for blood pressure and iron deficiency, the counseling for a healthy diet while avoiding UV exposures from the sun, along with the preventative immunizations like tetanus, influenza or varicella. So the plan currently is not active because we have not received payment for it this week, but I'll be more than happy to send you a copy of the benefit guide if you'd like still. So you said it's not active? No, sir. We have not received payment for this week's coverage yet. So when do y'all normally receive payment? It varies depending on the staffing company. It can either be a Friday, a Monday, a Tuesday or Wednesday. Wednesday will be the last day of the week that we receive payments from the staffing companies. So hypothetically speaking, if I needed to go somewhere and get something done, I can't do it until they send that money even though I've already paid for it out of my check? That is correct, sir. You're more than welcome to still be seen and pay for any coverage out of pocket and then submit a claim, and then we reimburse you for any services that are covered under the plan. But it will be that way like you just stated. Okay. Um, all right. Thank you. Of course. Do you want me to send you a copy of that benefit card? Uh, yes, please. And you said it doesn't cover like, um, like for instance, CVS health clinic visits? No, sir, because the plan does have a network requirement. So there's a specific list of clinics and doctors that you'll have to visit for those services to be covered under the plan. Oh, could you send me that? You are going to... Mm-hmm. I was going to say you are going to be able to have access to it because on that email I'm sending you is going to

have the phone number and the website for the company called MultiPlan Network. They're the ones that have that list of specific places you need to go with that plan. Oh, I just called them earlier. They s- they sent me a, they just sent me something. All right. So I went ahead and sent that to you from our office email which is info@benefitsinacard and it will be title ID card. Okay. Thank you. Of course. Was there anything else we can assist you with today? No, ma'am. That was it. Thank you. My pleasure. Have a great day. Yes, ma'am.

Conversation Format

Speaker speaker_0: Thank you for coming to Benefits in a Card. My name is Francesca. How can I help you?

Speaker speaker_1: Hi, Francesca. How are you doing?

Speaker speaker_0: Good. How can I help you?

Speaker speaker_1: Hey. Um, I'm just paying for a Benefits in a Card state health, the MEC, through Wagner Staffing and, um, I need to use it today but I didn't really receive a card or anything, but I've been paying my premium every week of \$14 and I'm not really sure how to go about using it or where it's accepted.

Speaker speaker_0: Sure thing, sir. I think that was the that I do want to correct. We don't own any of these benefits. We only administer them, so the MEC plan that you have been paying for is Medical Benefits in a Card plan. What are the last four of your Social?

Speaker speaker_1: 5783.

Speaker speaker_0: And the last name?

Speaker speaker_1: Barrett. B-A-R-R-E-T-T.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Absolutely. 3567 Green Pine Way. Date of birth is October 6, 1996.

Speaker speaker_0: Can you show a phone number reaching 954-268-8654?

Speaker speaker_1: Uh, 954-268-8647.

Speaker speaker_0: 8647. And currently, we don't have any email address on the account. Would you like to put one down?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Yep. What would be that email address you like to have on file?

Speaker speaker_1: Paj.abarr@gmail.com.

Speaker speaker_0: Paj.abarr@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So that plan was part of Wagner Staffing Auto Enrollment Company policy. It is a preventative medical plan only, so it's not going to cover hospital indemnity services such as urgent care, emergency room, doctor visits or surgeries. The preventative services are those that you get done to make sure you're up to health, like your annual physical, your screenings for blood pressure and iron deficiency, the counseling for a healthy diet while avoiding UV exposures from the sun, along with the preventative immunizations like tetanus, influenza or varicella. So the plan currently is not active because we have not received payment for it this week, but I'll be more than happy to send you a copy of the benefit guide if you'd like still.

Speaker speaker_1: So you said it's not active?

Speaker speaker_0: No, sir. We have not received payment for this week's coverage yet.

Speaker speaker_1: So when do y'all normally receive payment?

Speaker speaker_0: It varies depending on the staffing company. It can either be a Friday, a Monday, a Tuesday or Wednesday. Wednesday will be the last day of the week that we receive payments from the staffing companies.

Speaker speaker_1: So hypothetically speaking, if I needed to go somewhere and get something done, I can't do it until they send that money even though I've already paid for it out of my check?

Speaker speaker_0: That is correct, sir. You're more than welcome to still be seen and pay for any coverage out of pocket and then submit a claim, and then we reimburse you for any services that are covered under the plan. But it will be that way like you just stated.

Speaker speaker_1: Okay. Um, all right. Thank you.

Speaker speaker_0: Of course. Do you want me to send you a copy of that benefit card?

Speaker speaker_1: Uh, yes, please. And you said it doesn't cover like, um, like for instance, CVS health clinic visits?

Speaker speaker_0: No, sir, because the plan does have a network requirement. So there's a specific list of clinics and doctors that you'll have to visit for those services to be covered under the plan.

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Speaker speaker_0: All right. So I went ahead and sent that to you from our office email which is info@benefitsinacard and it will be title ID card.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That was it. Thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: Yes, ma'am.