

Transcript: Francesca

Baez-5868446431363072-4517589827764224

Full Transcript

Thank you for calling Benefits at Work. My name is Francesca. How can I assist you today? Uh, yes, I'm just calling to figure out how, or what kind of insurance could I have as far as family doctor visits? Sure thing. What type and company do you work with? Uh, MAU at GE. And what are the last four of your Social and the last name? 96452KONTV. Please provide your mailing address and date of birth to make sure I have the right account. 821 Grantwood Circle, Greer, South Carolina 29651, 91585. We have best contact six, I mean 864-349-3995? Yes. And we have your email down as clukask1201@yahoo.com? Yes. So, the medical plan you have currently active is the MAC Medical Preventative Care Plan. So that plan only covers preventative services. Those will be those that you get done to make sure you're up to health, like your annual physical, your screenings for blood pressure, iron deficiency. Uh- Yes, sir? Oh, no, sorry. Okay. Um, the counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations such as influenza, tetanus or varicella and your preventative generic prescriptions like vitamins and statins. And then as far as prescription goes with that plan, it will only be covering those preventative generic prescriptions. It does, however come with a multi-plan network requirement, so you have to speak with a multi-plan company to get the list of what is the provider's offices and doctors are within that list requirement. So that will be everything that that plan covers. Being preventative is not going to cover what they call hospital indemnity services, which will be like your doctor's visits, emergency room urgent care, or surgeries. All right. And as far as prescriptions, how, how do I go about finding somewhere to fill a prescription? So if you have questions as far as how the fill and the prescription process go, you'll have to speak with the carrier Elixir, which is the one that has the medical plan that you're on. I can give you their phone number and transfer you if you like. I actually have it. Um, is there any, um, uh, policy ID number or anything associated with this? So that benefit card is going to have something called an employee ID number. That's actually gonna be your policy number. So would that be the payer I- the EVI, payer ID? No sir, it will be the employee ID number. Employee ID, okay. Sorry, I, I haven't received my physical cards yet, I've only received them through email. That's okay. If you're looking at a digital copy, it will be on the square that says member, it says employee ID. Okay, yeah. So that employee ID is your policy number for this plan. Okay. All right. Thank you. Of course. And then where it says MedImpact, that is also Elixir, they just have a new name for it. Okay, sounds good. Right on the- I'll call them. Thank you. Of course. Was there anything else we can assist you with today? That's it. All right. I hope you have a wonderful rest of your day, and thank you for your time today. All right. You too. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits at Work. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, I'm just calling to figure out how, or what kind of insurance could I have as far as family doctor visits?

Speaker speaker_0: Sure thing. What type and company do you work with?

Speaker speaker_1: Uh, MAU at GE.

Speaker speaker_0: And what are the last four of your Social and the last name?

Speaker speaker_1: 96452KONTV.

Speaker speaker_0: Please provide your mailing address and date of birth to make sure I have the right account.

Speaker speaker_1: 821 Grantwood Circle, Greer, South Carolina 29651, 91585.

Speaker speaker_0: We have best contact six, I mean 864-349-3995?

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as clukask1201@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So, the medical plan you have currently active is the MAC Medical Preventative Care Plan. So that plan only covers preventative services. Those will be those that you get done to make sure you're up to health, like your annual physical, your screenings for blood pressure, iron deficiency.

Speaker speaker_1: Uh-

Speaker speaker_0: Yes, sir?

Speaker speaker_1: Oh, no, sorry.

Speaker speaker_0: Okay. Um, the counseling for a healthy diet or avoiding UV exposures from the sun, along with your preventative immunizations such as influenza, tetanus or varicella and your preventative generic prescriptions like vitamins and statins. And then as far as prescription goes with that plan, it will only be covering those preventative generic prescriptions. It does, however come with a multi-plan network requirement, so you have to speak with a multi-plan company to get the list of what is the provider's offices and doctors are within that list requirement. So that will be everything that that plan covers. Being preventative is not going to cover what they call hospital indemnity services, which will be like your doctor's visits, emergency room urgent care, or surgeries.

Speaker speaker_1: All right. And as far as prescriptions, how, how do I go about finding somewhere to fill a prescription?

Speaker speaker_0: So if you have questions as far as how the fill and the prescription process go, you'll have to speak with the carrier Elixir, which is the one that has the medical plan that you're on. I can give you their phone number and transfer you if you like.

Speaker speaker_1: I actually have it. Um, is there any, um, uh, policy ID number or anything associated with this?

Speaker speaker_0: So that benefit card is going to have something called an employee ID number. That's actually gonna be your policy number.

Speaker speaker_1: So would that be the payer I- the EVI, payer ID?

Speaker speaker_0: No sir, it will be the employee ID number.

Speaker speaker_1: Employee ID, okay. Sorry, I, I haven't received my physical cards yet, I've only received them through email.

Speaker speaker_0: That's okay. If you're looking at a digital copy, it will be on the square that says member, it says employee ID.

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: So that employee ID is your policy number for this plan.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Of course. And then where it says MedImpact, that is also Elixir, they just have a new name for it.

Speaker speaker_1: Okay, sounds good.

Speaker speaker_0: Right on the-

Speaker speaker_1: I'll call them. Thank you.

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

Speaker speaker_1: That's it.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: All right. You too. Thank you. Bye.

Speaker speaker_0: Bye-bye.