

Transcript: Justin

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Full Transcript

You're calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. This is Jose. Um, I am working for a new, uh, a new management company, and the third party we are with, uh, offers this, uh, insurance. And I was calling because I know we are trying to get enrolled. And, um, I was just looking through the, through our enrollment stuff and all the payments and stuff like that. I was wondering, what do these things cover? I know y'all got like VIP Classic, VIP Plus, and VIP XL. And I see different price rangings. I just didn't know what all they were covering or what all they were taking care of and stuff like that. Um, yeah. Because I didn't get a booklet or anything over all this. So I didn't know where to go to look through it or... Yeah, I can possibly email you a copy of a benefit guide. What's that staffing agency you work for? We are working with, uh, man, hold on. You just got me on that. It's with... What's this called? Uh, American Staffing, StaffCorps out of Tulsa, Oklahoma. And the last four of your social? 0796. And for security purposes, can you verify your home address, including city, state and zip code, Jose? It's gonna be 8014 South Wheeling Avenue, Apartment N as in Nancy, Tulsa, Oklahoma 74136. And confirm your date of birth. 07/08/'91. And a good telephone number has 918-992-0210? Yes. And the email I have is J, your last name, zero, zero, at gmail? Yeah. Okay, so let's see here. Now I do know the MEC TeleRx covers preventative services only, um, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, the MEC TeleRx that covers preventative services like your physicals, your diabetes screenings, vaccinations, stuff like that. Now you have the VIP plans which all cover hospitals, doctors and medications. The only major difference between the Classic, the Plus and the XL is how much the insurance carrier just pays to cover things. And then you have the MEC Enhanced, which is a combination of those preventative plus hospital, doctor and medication coverage. Mm-hmm. And that one's on... Which one is that one? Um, so the MEC Enhanced, which was the \$43.83 a week plan. And these are all, these are all weekly prices, correct, that are, that are getting- Deducted. Yes, sir. ... taken out? Yeah. Okay, the MEC Enhanced. I see it. So this MEC Enhanced, is that just, uh, that's, that's medical as well? Is that under the medical or is that just its own entity thing? Like I don't have... No, that's a medical. Took up 6000. Yeah. So that's a medical plan as, as well since it covers preventative services as well as hospitals, doctors and medications. So it's a combination plan. Okay. Okay, cool. Um, okay, perfect. Yeah, I just wanted to go through all this stuff because I know I just get out of my regular insurance and go into this one. So I just wanted to make sure I was able to cover stuff like that. 100%. I just didn't have all, have all the information, you know, when we talked to them. So we had to contact y'all. Totally understand. Um, but I went ahead and emailed you a copy of the benefit guide. Um, email that you should look out for will be connected on info, that's I-N-F-O, @benefitsinacard.com. Okay? Okay. And, um- Or would you like me to send it to you- ... another question for the-

Yes. Oh, another question was, when does all this kick in? Is it like, do we enroll and it kicks in or do we gotta wait 60 to 90 days or... Um, well, I do know your personal open enrollment period is 30 days from your first paycheck. However, say we got enrolled today, for example. Um, pending enrollments do take one to two weeks to go through. So there is that. Okay. But automatically starts getting deducted from our checks with what we enrolled to, or does it kick in until we are enrolled? Um, so it kicks in once, uh, the deduction is received by us at Benefits in a Card. So like I said, a pending enrollment process takes one to two weeks to go through. Okay. All right. Perfect. And does all this, uh, do we get a card or is it just like, uh, mobile or how does all that work? Yes, sir. So you will receive physical ID cards within seven to 10 business days once you become active in the coverage. All right. Perfect. All right, cool beans. Yeah, I'm gonna go over, uh, the information that got emailed to me and I'll most likely be enrolling. Awesome. Well, is there anything else I can help you out with Jose? No, if I do, I'll have, I'll give another call back. Awesome. Well, you have a wonderful day. Okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: You're calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is Jose. Um, I am working for a new, uh, a new management company, and the third party we are with, uh, offers this, uh, insurance. And I was calling because I know we are trying to get enrolled. And, um, I was just looking through the, through our enrollment stuff and all the payments and stuff like that. I was wondering, what do these things cover? I know y'all got like VIP Classic, VIP Plus, and VIP XL. And I see different price rangings. I just didn't know what all they were covering or what all they were taking care of and stuff like that.

Speaker speaker_0: Um, yeah.

Speaker speaker_1: Because I didn't get a booklet or anything over all this. So I didn't know where to go to look through it or...

Speaker speaker_0: Yeah, I can possibly email you a copy of a benefit guide. What's that staffing agency you work for?

Speaker speaker_1: We are working with, uh, man, hold on. You just got me on that. It's with... What's this called? Uh, American Staffing, StaffCorps out of Tulsa, Oklahoma.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0796.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Jose?

Speaker speaker_1: It's gonna be 8014 South Wheeling Avenue, Apartment N as in Nancy, Tulsa, Oklahoma 74136.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 07/08/'91.

Speaker speaker_0: And a good telephone number has 918-992-0210?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is J, your last name, zero, zero, at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. Now I do know the MEC TeleRx covers preventative services only, um, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, the MEC TeleRx that covers preventative services like your physicals, your diabetes screenings, vaccinations, stuff like that. Now you have the VIP plans which all cover hospitals, doctors and medications. The only major difference between the Classic, the Plus and the XL is how much the insurance carrier just pays to cover things. And then you have the MEC Enhanced, which is a combination of those preventative plus hospital, doctor and medication coverage.

Speaker speaker_1: Mm-hmm. And that one's on... Which one is that one?

Speaker speaker_0: Um, so the MEC Enhanced, which was the \$43.83 a week plan.

Speaker speaker_1: And these are all, these are all weekly prices, correct, that are, that are getting-

Speaker speaker_0: Deducted. Yes, sir.

Speaker speaker_1: ... taken out? Yeah. Okay, the MEC Enhanced. I see it. So this MEC Enhanced, is that just, uh, that's, that's medical as well? Is that under the medical or is that just its own entity thing? Like I don't have...

Speaker speaker_0: No, that's a medical.

Speaker speaker_1: Took up 6000.

Speaker speaker_0: Yeah. So that's a medical plan as, as well since it covers preventative services as well as hospitals, doctors and medications. So it's a combination plan.

Speaker speaker_1: Okay. Okay, cool. Um, okay, perfect. Yeah, I just wanted to go through all this stuff because I know I just get out of my regular insurance and go into this one. So I just wanted to make sure I was able to cover stuff like that.

Speaker speaker_0: 100%.

Speaker speaker_1: I just didn't have all, have all the information, you know, when we talked to them. So we had to contact y'all.

Speaker speaker_0: Totally understand. Um, but I went ahead and emailed you a copy of the benefit guide. Um, email that you should look out for will be connected on info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_1: Okay. And, um-

Speaker speaker_0: Or would you like me to send it to you-

Speaker speaker_1: ... another question for the-

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, another question was, when does all this kick in? Is it like, do we enroll and it kicks in or do we gotta wait 60 to 90 days or...

Speaker speaker_0: Um, well, I do know your personal open enrollment period is 30 days from your first paycheck. However, say we got enrolled today, for example. Um, pending enrollments do take one to two weeks to go through. So there is that.

Speaker speaker_1: Okay. But automatically starts getting deducted from our checks with what we enrolled to, or does it kick in until we are enrolled?

Speaker speaker_0: Um, so it kicks in once, uh, the deduction is received by us at Benefits in a Card. So like I said, a pending enrollment process takes one to two weeks to go through.

Speaker speaker_1: Okay. All right. Perfect. And does all this, uh, do we get a card or is it just like, uh, mobile or how does all that work?

Speaker speaker_0: Yes, sir. So you will receive physical ID cards within seven to 10 business days once you become active in the coverage.

Speaker speaker_1: All right. Perfect. All right, cool beans. Yeah, I'm gonna go over, uh, the information that got emailed to me and I'll most likely be enrolling.

Speaker speaker_0: Awesome. Well, is there anything else I can help you out with Jose?

Speaker speaker_1: No, if I do, I'll have, I'll give another call back.

Speaker speaker_0: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.