

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on Occur. This is Justin. How can I help you today? Um, yes, this is Robin Brooks, and I was calling about my, um, insurance card. It's like when I went to the pharmacy, you know, to get my new card for my, um, prescription. She typed everything in and it says I wasn't found. Um, yeah, let me check on that for you. What's the staffing agency you work for? MAU. And the last four of your social? 8467. And for security purposes, can you verify your home address, including city, state and zip code, Robin? Uh, it's 3434 Lawrence Row, Apartment 724, Greenville, South Carolina 29607. And your date of birth? 3/10/72. And a good telephone number I have is 864-787-0839? Right. And the email I have is honda.accord07 at yahoo? Yeah. Okay. Um, so looking at the file, it looks like your medical plan is the MEC Standalone, which just covers preventative healthcare services only. So it doesn't cover medications. If anything, just preventative medic- medications. What's preventative? What's that? So preventative healthcare services are like physical exams, diabetes screenings, vaccinations, yearly exams, pap smears, mammograms which- Oh, so it don't... So pharmacy, it doesn't cover, like your medicine? Correct. Oh. Okay. All right. Um, is there anything else I can assist you with today, Robin? So that, that nothing covered... You know, I mean, I didn't sign up for it or it just don't cover period the insurance? Um, well, it... You didn't sign up for period. You elected the Stay Healthy MEC as well as dental and vision for employee only. So I'm not seeing anything regarding any other medical plan with medication. For what? What was I supposed to, uh, hit for medication? Um, well, we're not allowed to give recommendations. Ah. But I do know that the Ensure Plus plan cover hospitals, doctors and medications, while the MEC Enhanced covers preventative services as well as hospitals, doctors and medications. Oh, okay. All right. Is there anything else I can assist you with today? Nice meeting you. Thanks y'all. Awesome. Well, you have a wonderful weekend, okay? All right, you too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Occur. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, this is Robin Brooks, and I was calling about my, um, insurance card. It's like when I went to the pharmacy, you know, to get my new card for my, um, prescription. She typed everything in and it says I wasn't found.

Speaker speaker_0: Um, yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8467.

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

Speaker speaker_1: Uh, it's 3434 Lawrence Row, Apartment 724, Greenville, South Carolina 29607.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/10/'72.

Speaker speaker_0: And a good telephone number I have is 864-787-0839?

Speaker speaker_1: Right.

Speaker speaker_0: And the email I have is honda.accord07 at yahoo?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like your medical plan is the MEC Standalone, which just covers preventative healthcare services only. So it doesn't cover medications. If anything, just preventative medic- medications.

Speaker speaker_1: What's preventative? What's that?

Speaker speaker_0: So preventative healthcare services are like physical exams, diabetes screenings, vaccinations, yearly exams, pap smears, mammograms which-

Speaker speaker_1: Oh, so it don't... So pharmacy, it doesn't cover, like your medicine?

Speaker speaker_0: Correct.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: All right. Um, is there anything else I can assist you with today, Robin?

Speaker speaker_1: So that, that nothing covered... You know, I mean, I didn't sign up for it or it just don't cover period the insurance?

Speaker speaker_0: Um, well, it... You didn't sign up for period. You elected the Stay Healthy MEC as well as dental and vision for employee only. So I'm not seeing anything regarding any other medical plan with medication.

Speaker speaker_1: For what? What was I supposed to, uh, hit for medication?

Speaker speaker_0: Um, well, we're not allowed to give recommendations.

Speaker speaker_1: Ah.

Speaker speaker_0: But I do know that the Ensure Plus plan cover hospitals, doctors and medications, while the MEC Enhanced covers preventative services as well as hospitals, doctors and medications.

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: Nice meeting you. Thanks y'all.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, bye-bye.