

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. Um, I just recently got my, uh, 90 Degree Benefits card from American StaffCorp, and it said for medical benefit verification and stuff, to call this number. Okay. Um, w- so American StaffCorp, you said? Yes, sir. And what's the last four of your Social? 7159. And your first and last name? Jacob Hytham. Jacob Hytham. And for security purposes, could you verify the home address, including city, state and zip code, Jacob? I'm not good with numbers. Uh, it's 2090 South Lynwrigg Boulevard, Apartment 29, in Claremore, Oklahoma, and I think the zip code is 741... Wait, 74019, I think. And confirm your date of birth. January 4th, 2000. And a good telephone number I have is 596-8226. I mean, I hope that's my number. And the email it has is jacobhytham6@gmail. Be a smart ass. Yes, sir. Okay, so looking at the file, you are currently enrolled into the MEC TeleRx, which covers preventative healthcare services as well as a subscription of FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, diabetes screenings, STD checks, pretty much things that generally make you stay healthy. Okay. I, I was just curious how far, like, what the benefits do, and I just wanted to see if they were, like, you basically ended up having, like... Huh? Oh. I wanted to see if, like, how much was co-pays and stuff like that with, like, dental and basically if I went to therapy and stuff like that. Um, so that medical plan just covers preventative healthcare services, so there's no dental or, um, mental health benefit. It's just preventative. So anything that prevented, prevents you from getting sick is covered under that plan. So like your physical exams, uh, diabetes screenings, vaccinations COVID testing, STD checks, pretty much things that make you stay healthy, um, are, are covered under that plan. You're preventing things from happening to you. Okay, so basically, like, if I went to the doctor today and got checked up, 'cause I feel like, I feel like shit, basically, it would cover that? Um, so it would cover a checkup, but it went, if you went and they prescribed you medicine, um, it wouldn't cover that. So it would cover that basic checkup, like your checkup on how, what you are and stuff. Um, but it wouldn't cover, like, uh, say if they prescribed you something to help with that sickness, it wouldn't cover that, because that's not preventative. Okay. All right. I just wanted to check and see if it was verified and how it worked and stuff. Okay. Is there anything else I can help you out with today, Jacob? No, I don't think there is. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right? Yeah. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Um, I just recently got my, uh, 90 Degree Benefits card from American StaffCorp, and it said for medical benefit verification and stuff, to call this number.

Speaker speaker_1: Okay. Um, w- so American StaffCorp, you said?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And what's the last four of your Social?

Speaker speaker_2: 7159.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jacob Hytham.

Speaker speaker_1: Jacob Hytham. And for security purposes, could you verify the home address, including city, state and zip code, Jacob?

Speaker speaker_2: I'm not good with numbers. Uh, it's 2090 South Lynwrigg Boulevard, Apartment 29, in Claremore, Oklahoma, and I think the zip code is 741... Wait, 74019, I think.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: January 4th, 2000.

Speaker speaker_1: And a good telephone number I have is 596-8226.

Speaker speaker_2: I mean, I hope that's my number.

Speaker speaker_1: And the email it has is jacobhytham6@gmail. Be a smart ass.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, you are currently enrolled into the MEC TeleRx, which covers preventative healthcare services as well as a subscription of FreeRx, which gives out free or discounted prescription coverage. However, preventative healthcare services are like your physical exams, diabetes screenings, STD checks, pretty much things that generally make you stay healthy.

Speaker speaker_2: Okay. I, I was just curious how far, like, what the benefits do, and I just wanted to see if they were, like, you basically ended up having, like... Huh? Oh. I wanted to see if, like, how much was co-pays and stuff like that with, like, dental and basically if I went to therapy and stuff like that.

Speaker speaker_1: Um, so that medical plan just covers preventative healthcare services, so there's no dental or, um, mental health benefit. It's just preventative. So anything that prevented, prevents you from getting sick is covered under that plan. So like your physical exams, uh, diabetes screenings, vaccinations COVID testing, STD checks, pretty much things

that make you stay healthy, um, are, are covered under that plan. You're preventing things from happening to you.

Speaker speaker_2: Okay, so basically, like, if I went to the doctor today and got checked up, 'cause I feel like, I feel like shit, basically, it would cover that?

Speaker speaker_1: Um, so it would cover a checkup, but it went, if you went and they prescribed you medicine, um, it wouldn't cover that. So it would cover that basic checkup, like your checkup on how, what you are and stuff. Um, but it wouldn't cover, like, uh, say if they prescribed you something to help with that sickness, it wouldn't cover that, because that's not preventative.

Speaker speaker_2: Okay. All right. I just wanted to check and see if it was verified and how it worked and stuff.

Speaker speaker_1: Okay. Is there anything else I can help you out with today, Jacob?

Speaker speaker_2: No, I don't think there is.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker_2: Yeah. Bye.