

Transcript: Justin

Mills-5773597131358208-5421418000367616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. This is Linda Scroggins calling back, uh, re- in regards to the medical enrollment. Okay. How, uh, what staffing agency you work for? Um, Care Builders. Care Builders. And the last four of your social? Uh, 2-9-0-5. You said Linda Scroggins? That is correct. Okay. And for security purposes, could you verify the home address, including city, state and zip code? Uh, sure. 2-5-6-2-6 27th Street, San Bernardino, California, 92404. And your date of birth? 4-2-5-5-5. And a good telephone number I have for you is 3-1-0-6-1-7-15-11. That is correct. And the email I have is JR Diva at Gmail. That is correct. Okay, um, let's see here. And you stated you had a few questions regarding the enrollment? Uh, yes. Okay. And what were those questions? Uh, well, the first one is, um, I- I- I- I have the paperwork, but I'm trying to decipher, um, the por- uh, for the medical portion, that- Mm-hmm. ... if I, um, go with the cheaper plan, the one the Stay Health MEC, Tele Rx plan. Mm-hmm. Now, if I opt for that one, does... Because, uh, I'm not sure, because I want to make sure whichever one I select, I get pharmaceutical with it. Totally understand. Um, so let's see here. So I do know with the MEC Tele Rx, it just covers preventative healthcare services only. However, it comes with a subscription to Free Rx, which gives out free or discounted prescription coverage. Okay. Um, now the VIP plans, those actually cover hospitals, doctors and medications. Mm-hmm. Um, I do know when it comes to the prescription coverage, the insurance carrier pays up to \$30 for generic prescriptions. Okay. Now, what is the Stay Healthy MEC Enhanced? Um, so the MEC Enhanced is like a combination of both preventative plus hospital, doctor and medication coverage. Oh, okay. So between that one... So you can either go for either of the, um, MEC or the VIP Plus or Prime, uh, or the Stay Health MEC? Correct. So you can combine the MEC Tele Rx with the VIP, with one of the VIP plans- Mm-hmm. ... but you can't combine both VIP plans, if that makes sense. Oh, okay. Uh, yeah. So, uh, I mean, it just sounds like it's it's cheaper to do the, um, uh, the Stay Healthy Enhanced because it's \$43 and if you combine the other two, it's gonna be \$47. Correct. It looks like to me. Correct. Yes, ma'am. Yeah. Okay. Now, uh, what is just the, um, what it says here, Free Rx? Is that prescription only? Um, yes. So the Free Rx is, uh, the prescriptions only, uh, that gives out free or discounted prescription coverage. Um, it is \$5.99 per week. However, they do have a list of medications on their website, so if you wanted to go to their website and look at that medication list, you do have the right to do that before. Yeah, okay. Yeah, 'cause it, I, I went on there and then, uh, uh, a couple of my, uh, medications, they don't have when I put them in the search bar. Hey, no worries. Okay. So, okay. That gives me a better, better understanding about what I'm looking at here. Okay, thank you so much. That, it really helped me a lot. You're welcome, Linda. You have a great day, okay? Okay, bye-bye. Bye-bye. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Linda Scroggins calling back, uh, re- in regards to the medical enrollment.

Speaker speaker_1: Okay. How, uh, what staffing agency you work for?

Speaker speaker_2: Um, Care Builders.

Speaker speaker_1: Care Builders. And the last four of your social?

Speaker speaker_2: Uh, 2-9-0-5.

Speaker speaker_1: You said Linda Scroggins?

Speaker speaker_2: That is correct.

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

Speaker speaker_2: Uh, sure. 2-5-6-2-6 27th Street, San Bernardino, California, 92404.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 4-2-5-5-5.

Speaker speaker_1: And a good telephone number I have for you is 3-1-0-6-1-7-15-11.

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email I have is JR Diva at Gmail.

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay, um, let's see here. And you stated you had a few questions regarding the enrollment?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. And what were those questions?

Speaker speaker_2: Uh, well, the first one is, um, I- I- I- I have the paperwork, but I'm trying to decipher, um, the por- uh, for the medical portion, that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... if I, um, go with the cheaper plan, the one the Stay Health MEC, Tele Rx plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Now, if I opt for that one, does... Because, uh, I'm not sure, because I want to make sure whichever one I select, I get pharmaceutical with it.

Speaker speaker_1: Totally understand. Um, so let's see here. So I do know with the MEC Tele Rx, it just covers preventative healthcare services only. However, it comes with a subscription to Free Rx, which gives out free or discounted prescription coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now the VIP plans, those actually cover hospitals, doctors and medications.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, I do know when it comes to the prescription coverage, the insurance carrier pays up to \$30 for generic prescriptions.

Speaker speaker_2: Okay. Now, what is the Stay Healthy MEC Enhanced?

Speaker speaker_1: Um, so the MEC Enhanced is like a combination of both preventative plus hospital, doctor and medication coverage.

Speaker speaker_2: Oh, okay. So between that one... So you can either go for either of the, um, MEC or the VIP Plus or Prime, uh, or the Stay Health MEC?

Speaker speaker_1: Correct. So you can combine the MEC Tele Rx with the VIP, with one of the VIP plans-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but you can't combine both VIP plans, if that makes sense.

Speaker speaker_2: Oh, okay. Uh, yeah. So, uh, I mean, it just sounds like it's it's cheaper to do the, um, uh, the Stay Healthy Enhanced because it's \$43 and if you combine the other two, it's gonna be \$47.

Speaker speaker_1: Correct.

Speaker speaker_2: It looks like to me.

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Yeah. Okay. Now, uh, what is just the, um, what it says here, Free Rx? Is that prescription only?

Speaker speaker_1: Um, yes. So the Free Rx is, uh, the prescriptions only, uh, that gives out free or discounted prescription coverage. Um, it is \$5.99 per week. However, they do have a list of medi- medications on their website, so if you wanted to go to their website and look at

that medication list, you do have the right to do that before.

Speaker speaker_2: Yeah, okay. Yeah, 'cause it, I, I went on there and then, uh, uh, a couple of my, uh, medications, they don't have when I put them in the search bar.

Speaker speaker_1: Hey, no worries.

Speaker speaker_2: Okay. So, okay. That gives me a better, better understanding about what I'm looking at here. Okay, thank you so much. That, it really helped me a lot.

Speaker speaker_1: You're welcome, Linda. You have a great day, okay?

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_1: Bye-bye. Bye-bye.