

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin O. How can I help you today? Good afternoon. Um, I'm calling in regards to my account. I want to, uh, see if I can, uh, verify how much has taken out of my check. Yeah. Um, what's that staffing agency you work for? Wegner. And the last four of your Social? 6867. And what was your first and last name? John Jordan. And for security purposes, could you verify your home address, including city, state and zip code, John? Yep. 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 23805. And your date of birth? 12/07/65. And a good telephone number I have is 404-713-7173. Perfect. And the email I have is jordan7173@gmail.com. Perfect. Okay. So, looking at the file, it looks like you're currently enrolled with the free RX, uh, MEC standalone, which covers preventative healthcare services, group accident, dental, short-term disability, critical illness, term life, which is life insurance, vision, the VIP Classic, which covers hospitals, doctors, medications, and behavior health, all for employee only. Which your total premium is \$55.11 per week. \$55.11 per week? Correct. All right. That's not bad. Um, I just try to understand because when I look at my paycheck, they're taking out a little bit different amount. So, um, anyway, Justin, that's good info. Um, one last quick question. I have sleep apnea. Is that covered? Um, sleep apnea? Let's see. Now that may be a carrier question. Um, I can either transfer you over or provide you with their telephone number, whichever would be easier. Um, I'll go with the phone number. Okay. Just let me know whenever you're ready. I'm ready. Okay. So the insurance carrier is American Public Life and their telephone number is 800-256-8606. And it's option four to speak with a representative. Four. Excellent, sir. And, um... Oh, yeah. And my last question was for like weight loss, uh, coverage. Am I covered with anything or is that considered cosmetic? Um, so with the VIP Classic you- you have coverage for your hospital visits, doctor visits, and medication coverage. So if anything, you do have some sort of doctor coverage for that, but - Well, I'm pretty sure like prevent... I'm sorry, go ahead. Um, but yeah, I would just reach out to the insurance carrier regarding that. Um, but if it's preventative wise, as long as you stay in network, uh, the insurance carrier will cover that. I do know that. All right. So, I need to call that number you gave me, right? Correct. Excellent. All right, my man. Have a great weekend. Thank you for your help. You do the same, okay, Mr. Jordan? Yes, sir. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin O. How can I help you today?

Speaker speaker_1: Good afternoon. Um, I'm calling in regards to my account. I want to, uh, see if I can, uh, verify how much has taken out of my check.

Speaker speaker_0: Yeah. Um, what's that staffing agency you work for?

Speaker speaker_1: Wegner.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6867.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: John Jordan.

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

Speaker speaker_1: Yep. 3659 Victoria Manor Drive, Apartment B106, Lakeland, Florida 23805.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 12/07/65.

Speaker speaker_0: And a good telephone number I have is 404-713-7173.

Speaker speaker_1: Perfect.

Speaker speaker_0: And the email I have is jordan7173@gmail.com.

Speaker speaker_1: Perfect.

Speaker speaker_0: Okay. So, looking at the file, it looks like you're currently enrolled with the free RX, uh, MEC standalone, which covers preventative healthcare services, group accident, dental, short-term disability, critical illness, term life, which is life insurance, vision, the VIP Classic, which covers hospitals, doctors, medications, and behavior health, all for employee only. Which your total premium is \$55.11 per week.

Speaker speaker_1: \$55.11 per week?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. That's not bad. Um, I just try to understand because when I look at my paycheck, they're taking out a little bit different amount. So, um, anyway, Justin, that's good info. Um, one last quick question. I have sleep apnea. Is that covered?

Speaker speaker_0: Um, sleep apnea? Let's see. Now that may be a carrier question. Um, I can either transfer you over or provide you with their telephone number, whichever would be easier.

Speaker speaker_1: Um, I'll go with the phone number.

Speaker speaker_0: Okay. Just let me know whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: Okay. So the insurance carrier is American Public Life and their telephone number is 800-256-8606. And it's option four to speak with a representative.

Speaker speaker_1: Four. Excellent, sir. And, um... Oh, yeah. And my last question was for like weight loss, uh, coverage. Am I covered with anything or is that considered cosmetic?

Speaker speaker_0: Um, so with the VIP Classic you- you have coverage for your hospital visits, doctor visits, and medication coverage. So if anything, you do have some sort of doctor coverage for that, but -

Speaker speaker_1: Well, I'm pretty sure like prevent... I'm sorry, go ahead.

Speaker speaker_0: Um, but yeah, I would just reach out to the insurance carrier regarding that. Um, but if it's preventative wise, as long as you stay in network, uh, the insurance carrier will cover that. I do know that.

Speaker speaker_1: All right. So, I need to call that number you gave me, right?

Speaker speaker_0: Correct.

Speaker speaker_1: Excellent. All right, my man. Have a great weekend. Thank you for your help.

Speaker speaker_0: You do the same, okay, Mr. Jordan?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.