

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Encourage, this is Justin. How can I help you day? Hey. Hi, Justin. How are you? Doing well, and yourself? I'm okay. So my name is Kimberly Nelson, and I'm calling to request, um, cards, benefit cards from you, and I have a couple of questions as well. Okay. What's the staffing agency you work for? MAU. And the last four of your social? 4113. And for security purposes, could you verify your home address, including city, state and zip code, Kimberly? Yes. It's 595 South Santee Road, McClellanville, South Carolina, 29458. Looks like we have an address in Goose Creek. That's... I, I don't receive my mail in Goose Creek. I receive my mail at that address. Okay. Could you verify the old address for me, please? That is the old address that I just gave you, the 595. Okay. The 5500 Harbor Lake Drive is where I reside. I don't receive mail there. Okay. So let's see here. Yes, 5500 Harbor Lake Drive, Apartment J1, Goose Creek, South Carolina, 29445. That's where I live, but I don't receive the mail there. Okay. I receive my mail... So let me go ahead and update it to the mailing address for you, or do you wanna just keep it the same? Uh, you, you can... You can update it at the, at the, that address. The 595. Yep. That's fine. So 595 what? South, S-O-U-T-H. Santee, S-A-N-T-E-E Road. McClellanville, M-C-C-L-E-L-L-A-N-V-I-L-L-E, South Carolina, 29458. 29448, okay. And confirm your date of birth? No, no, no. It's 29458. 458. My apologies. You're fine. And your date of birth? 01/15/76. And a good telephone number have is 843-543-1804. Correct. And the email I have is Kimberly Nelson '76 at gmail? Correct. Okay. So you stated you had a few questions. Well, the first thing is the medical card. You do give out or send, um, dental, vision, or medical cards, right? Correct. Yes, ma'am. I haven't received any. Okay. Um, so let's see here. So what I'll go ahead and do, um, I'll email them to you just so you have 'em, um, and then I'll put in a request for physical ID cards to be mailed out to you. So you should receive those in seven to 10 business days at the new mailing address we updated. Right. Because I need dental, vision, and a medical card. Okay. Do you mind if I place you in a brief hold while I get all of that set up for you? Sure. Okay. Hello, Kimberly. You still there? Yes, sir. Awesome. Thank you so much for holding. So two things. Um, first thing, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking at more will be coming from info, that's I-N-F-O, @benefitclinic.com. Secondly, I also emailed the insurance carriers as well, put in the request for new physical ID cards to be mailed out to the new mailing address we updated earlier. So, you should receive those- Okay. ... within seven to 10 business days, okay? Okay. Okay. Um, well, is there anything else I could assist you with today? Right. So, I have like two or three short little questions. Yes. So, Justin, with the insurance... With the insurance that I have with you all, um, I'm reading my book and what have you here about the insurance. Mm-hmm. Let's say, for instance, if I had to go in the hospital for two days- Mm-hmm. ... would I be covered underneath that insurance? Uh, correct, 'cause the Insure Plus Basic does cover

hospitals, doctors, and medication. So yes, you do have hospital coverage for that under your medical plan. Okay. Okay, and emergency room as well? Correct. Yes, ma'am. Okay. Now, with... I'm looking at, it says here, "Additional benefit options. Employees do not have to elect, uh, Stay Healthy MEC to enroll in following." So, if I wanted to elect, uh, a short-term disability or any of that other stuff, I can do that? Um, let me check real quick. I think you have to be within your personal open enrollment period. Um, let me verify that. You said you wanted to add coverage, is that correct? Yeah. I was just curious about that. But... Um, yeah, so- What you said just now makes sense because normally, you would have to probably... Yeah, an open enrollment- Do it within your personal... Yeah, your personal open enrollment, which is 30 days from your first initial paycheck or during company open enrollment period. And for MAU, that's for... That's in December, I do know that. Okay. And what else? Um, so let's just say that you do have to get a particular medication. This is my last question. And you have to get a medication from a, uh... 'Cause I noticed on the back of the card, which this is the old card from you all, but I guess I can still use this. Um, it says here, Walmart, um, something here. So this would be the, it- it would be... I can use this card to get medication from any pharmacy? Um, I- I believe so. However, if that's an old card, I don't think we work with Walmart anymore. Um, but you could... Because I believe with Walmart, they had some, uh, virtual health offered through them at one point. Um... Right. And then I believe that we didn't renew that contract with MAU once they, uh, became... Once we renewed with them. Because I usually get my medicines from Publix Pharmacy. Yeah, yeah. You can pick them up from Publix Pharmacy as long as, that you have that medical ID card that I emailed to you, they'll be able to look up your information from there. Okay, now, I have not received... Oh, here it is. I did receive it. Perfect. So that's the medical card, dental card, and vision card. Correct. Yes, ma'am. Okay, perfect. All right. Well, thank you so much, Justin. You've been a great help. You're welcome, Kimberly. Have a great day, okay? You too. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Encourage, this is Justin. How can I help you day?

Speaker speaker_1: Hey. Hi, Justin. How are you?

Speaker speaker_0: Doing well, and yourself?

Speaker speaker_1: I'm okay. So my name is Kimberly Nelson, and I'm calling to request, um, cards, benefit cards from you, and I have a couple of questions as well.

Speaker speaker_0: Okay. 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: 4113.

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

Speaker speaker_1: Yes. It's 595 South Santee Road, McClellanville, South Carolina, 29458.

Speaker speaker_0: Looks like we have an address in Goose Creek.

Speaker speaker_1: That's... I, I don't receive my mail in Goose Creek. I receive my mail at that address.

Speaker speaker_0: Okay. Could you verify the old address for me, please?

Speaker speaker_1: That is the old address that I just gave you, the 595.

Speaker speaker_0: Okay.

Speaker speaker_1: The 5500 Harbor Lake Drive is where I reside. I don't receive mail there.

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: Yes, 5500 Harbor Lake Drive, Apartment J1, Goose Creek, South Carolina, 29445. That's where I live, but I don't receive the mail there.

Speaker speaker_0: Okay.

Speaker speaker_1: I receive my mail...

Speaker speaker_0: So let me go ahead and update it to the mailing address for you, or do you wanna just keep it the same?

Speaker speaker_1: Uh, you, you can... You can update it at the, at the, that address. The 595.

Speaker speaker_0: Yep.

Speaker speaker_1: That's fine.

Speaker speaker_0: So 595 what?

Speaker speaker_1: South, S-O-U-T-H. Santee, S-A-N-T-E-E Road. McClellanville, M-C-C-L-E-L-L-A-N-V-I-L-L-E, South Carolina, 29458.

Speaker speaker_0: 29448, okay. And confirm your date of birth?

Speaker speaker_1: No, no, no. It's 29458.

Speaker speaker_0: 458. My apologies.

Speaker speaker_1: You're fine.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/15/76.

Speaker speaker_0: And a good telephone number have is 843-543-1804.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is Kimberly Nelson '76 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So you stated you had a few questions.

Speaker speaker_1: Well, the first thing is the medical card. You do give out or send, um, dental, vision, or medical cards, right?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: I haven't received any.

Speaker speaker_0: Okay. Um, so let's see here. So what I'll go ahead and do, um, I'll email them to you just so you have 'em, um, and then I'll put in a request for physical ID cards to be mailed out to you. So you should receive those in seven to 10 business days at the new mailing address we updated.

Speaker speaker_1: Right. Because I need dental, vision, and a medical card.

Speaker speaker_0: Okay. Do you mind if I place you in a brief hold while I get all of that set up for you?

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. Hello, Kimberly. You still there?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking at more will be coming from info, that's I-N-F-O, @benefitclinic.com. Secondly, I also emailed the insurance carriers as well, put in the request for new physical ID cards to be mailed out to the new mailing address we updated earlier. So, you should receive those-

Speaker speaker_1: Okay.

Speaker speaker_0: ... within seven to 10 business days, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: Right. So, I have like two or three short little questions.

Speaker speaker_0: Yes.

Speaker speaker_1: So, Justin, with the insurance... With the insurance that I have with you all, um, I'm reading my book and what have you here about the insurance.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let's say, for instance, if I had to go in the hospital for two days-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... would I be covered underneath that insurance?

Speaker speaker_0: Uh, correct, 'cause the Insure Plus Basic does cover hospitals, doctors, and medication. So yes, you do have hospital coverage for that under your medical plan.

Speaker speaker_1: Okay. Okay, and emergency room as well?

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay. Now, with... I'm looking at, it says here, "Additional benefit options. Employees do not have to elect, uh, Stay Healthy MEC to enroll in following." So, if I wanted to elect, uh, a short-term disability or any of that other stuff, I can do that?

Speaker speaker_0: Um, let me check real quick. I think you have to be within your personal open enrollment period. Um, let me verify that. You said you wanted to add coverage, is that correct?

Speaker speaker_1: Yeah. I was just curious about that. But...

Speaker speaker_0: Um, yeah, so-

Speaker speaker_1: What you said just now makes sense because normally, you would have to probably... Yeah, an open enrollment-

Speaker speaker_0: Do it within your personal... Yeah, your personal open enrollment, which is 30 days from your first initial paycheck or during company open enrollment period. And for MAU, that's for... That's in December, I do know that.

Speaker speaker_1: Okay. And what else? Um, so let's just say that you do have to get a particular medication. This is my last question. And you have to get a medication from a, uh... 'Cause I noticed on the back of the card, which this is the old card from you all, but I guess I can still use this. Um, it says here, Walmart, um, something here. So this would be the, it- it would be... I can use this card to get medication from any pharmacy?

Speaker speaker_0: Um, I- I believe so. However, if that's an old card, I don't think we work with Walmart anymore. Um, but you could... Because I believe with Walmart, they had some, uh, virtual health offered through them at one point. Um...

Speaker speaker_1: Right.

Speaker speaker_0: And then I believe that we didn't renew that contract with MAU once they, uh, became... Once we renewed with them.

Speaker speaker_1: Because I usually get my medicines from Publix Pharmacy.

Speaker speaker_0: Yeah, yeah. You can pick them up from Publix Pharmacy as long as, that you have that medical ID card that I emailed to you, they'll be able to look up your information from there.

Speaker speaker_1: Okay, now, I have not received... Oh, here it is. I did receive it. Perfect. So that's the medical card, dental card, and vision card.

Speaker speaker_0: Correct. Yes, ma'am.

Speaker speaker_1: Okay, perfect. All right. Well, thank you so much, Justin. You've been a great help.

Speaker speaker_0: You're welcome, Kimberly. Have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right.