Transcript: Malcolm Nash-4732715698962432-4527399484997632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, I just have a question. What is this card and what do I do with it? So what does the ID card say, ma'am? It's got my employer's name and then it's got my employee ID, my name, um, it says medical coverage employee, pharmacy, medical. I just received this in the mail. What staffing company do you work for? Serge. Right, so that's good. For pre- it's probably a NEC, NEC card, that's for preventative care coverage. It's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. Okay, so it's... I just use it for like, like a regular... if I go to my doctor, I, I see if they accept it. Yes, ma'am. Okay, thank you. Do I ha- do I pay for this? Does like does this come out of my check? Yes. Yes, ma'am. It c- it comes out weekly as $16.80. Well, dang. Okay. I just -- They didn't tell me about this part. I just, it, it just popped up in the mail. I never knew about it. I understand. Yeah, Serge, they auto-enroll their employees into that coverage and they don't decline. I can get you, I can get it canceled for you if you like. No, you're okay. All right. So it does also give you access to FreeRx, which gives you access to over 800 acute and chronic medications. So all you would have to do is go to the FreeRx website and then claim your account and you'll, you'll be able to use that benefit as well. Okay. And it only works for me, right? Yes, ma'am. Okay, thank you. No problem. Is there anything else I can help you with today? That's it. Thanks for calling Benefits in a Card. You have a great holiday. You too.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, I just have a question. What is this card and what do I do with it?

Speaker speaker_1: So what does the ID card say, ma'am?

Speaker speaker_2: It's got my employer's name and then it's got my employee ID, my name, um, it says medical coverage employee, pharmacy, medical. I just received this in the mail.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: Right, so that's good. For pre- it's probably a NEC, NEC card, that's for preventative care coverage. It's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services.

Speaker speaker_2: Okay, so it's... I just use it for like, like a regular... if I go to my doctor, I, I see if they accept it.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you. Do I ha- do I pay for this? Does like does this come out of my check?

Speaker speaker_1: Yes. Yes, ma'am. It c- it comes out weekly as $16.80.

Speaker speaker_2: Well, dang. Okay.

Speaker speaker_1: I just --

Speaker speaker_2: They didn't tell me about this part. I just, it, it just popped up in the mail. I never knew about it.

Speaker speaker_1: I understand. Yeah, Serge, they auto-enroll their employees into that coverage and they don't decline. I can get you, I can get it canceled for you if you like.

Speaker speaker_2: No, you're okay.

Speaker speaker_1: All right. So it does also give you access to FreeRx, which gives you access to over 800 acute and chronic medications. So all you would have to do is go to the FreeRx website and then claim your account and you'll, you'll be able to use that benefit as well.

Speaker speaker_2: Okay. And it only works for me, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Is there anything else I can help you with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Thanks for calling Benefits in a Card. You have a great holiday.

Speaker speaker_2: You too.