

Transcript: Pearl

Rojas-4929507323199488-6066048951042048

Full Transcript

... you for calling Benefits in a Card. My name is Pearl, who is, who is pleasure speaking with? Hello. Hi. My name is Marcy. And how can I assist you? Uh, I work at, uh, Side Staffing and I wanted to find out what benefits I'm eligible for. So the benefits, the healthcare benefits, medical, dental, vision, insurance, disability, group accident, stuff like that? Yes. Okay. What is the n- uh, what are the last four digits of your social? 2210. 2210. Yeah. And you said your name is Marcy, correct? Correct. Hang in here one moment. And you can give them your address and date of birth. Uh, date of birth is March 8th, 1991. Address, 6968 30 Wood Lane. And the city and state? Sorry? The city and state. Okay. Uh, Austell, Georgia. Okay. So unfortunately, you're not able to enroll any coverage on now. You're outside of the timeframe for you to do so, but you are enrolled in an MEC TelRx. That is a preventative health plan that covers, like, your annual physicals, some STD screenings, some cancer screenings, immunizations, things like that. Sorry. Um, I'm sorry, I didn't get that. Um, enrolled for? Behavioral health. Behavioral? I'm sorry. Um, it's called MEC TelRx. It is, uh, preventative health and telehealth services, um, via phone or webcam. This is- Mm-hmm. ... like, your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. Mm-hmm. And then you can... Um, you have the telehealth services which you'll be able to see a licensed physician via webcam or phone. Mm-hmm. Um, and then you also have FreeRx which is prescription coverage. Okay. And how can I... How can someone be able to utilize them? So your coverage did become active yesterday. I could see it- It became active yesterday? Yes. Okay. So I could take a, take a look and see if your card is ready and send it to you via email. Okay. Oh, it will be a virtual card or a physical card? Um, you should receive a physical one by the end of the week, but I can send you a virtual one now if you'd like. Oh. Okay. Yes, please. So does this mean I can be able to call? Um, I'm not... I'm, I'm not allowed to go to a hospital physically, right? It's just through- Correct. ... phone calls, right? Correct. And I can get the prescriptions and get the drugs on the card, on the cover, no payments required? Correct, 'cause you do have FreeRx built in which is- Mm-hmm. ... um, if it's on their list of covered medications, it's covered a hundred percent. Oh, okay. Fair enough. Does this cover only me or it also covers my, my family? It is for employee only. Okay. Got you. Okay. So this email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Oh, okay. Fair enough. Can I be able to- Yes. ... respond on the same email and confirm anything? Um, no, ma'am. You will either have to go... You will have to give us a call or see somebody at your staffing agency. Oh, at the staffing agency? Got you. All right. Any other questions? Uh, no. I think that's it for now. All right. Thank you so much for calling. You have a great day. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... you for calling Benefits in a Card. My name is Pearl, who is, who is pleasure speaking with?

Speaker speaker_1: Hello. Hi. My name is Marcy.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I work at, uh, Side Staffing and I wanted to find out what benefits I'm eligible for.

Speaker speaker_0: So the benefits, the healthcare benefits, medical, dental, vision, insurance, disability, group accident, stuff like that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What is the n- uh, what are the last four digits of your social?

Speaker speaker_1: 2210.

Speaker speaker_0: 2210.

Speaker speaker_1: Yeah.

Speaker speaker_0: And you said your name is Marcy, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Hang in here one moment. And you can give them your address and date of birth.

Speaker speaker_1: Uh, date of birth is March 8th, 1991. Address, 6968 30 Wood Lane.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Sorry?

Speaker speaker_0: The city and state.

Speaker speaker_1: Okay. Uh, Austell, Georgia.

Speaker speaker_0: Okay. So unfortunately, you're not able to enroll any coverage on now. You're outside of the timeframe for you to do so, but you are enrolled in an MEC TelRx. That is a preventative health plan that covers, like, your annual physicals, some STD screenings, some cancer screenings, immunizations, things like that.

Speaker speaker_1: Sorry. Um, I'm sorry, I didn't get that. Um, enrolled for?

Speaker speaker_0: Behavioral health.

Speaker speaker_1: Behavioral?

Speaker speaker_0: I'm sorry. Um, it's called MEC TelRx. It is, uh, preventative health and telehealth services, um, via phone or webcam. This is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like, your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then you can... Um, you have the telehealth services which you'll be able to see a licensed physician via webcam or phone.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, and then you also have FreeRx which is prescription coverage.

Speaker speaker_1: Okay. And how can I... How can someone be able to utilize them?

Speaker speaker_0: So your coverage did become active yesterday. I could see it-

Speaker speaker_1: It became active yesterday?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: So I could take a, take a look and see if your card is ready and send it to you via email.

Speaker speaker_1: Okay. Oh, it will be a virtual card or a physical card?

Speaker speaker_0: Um, you should receive a physical one by the end of the week, but I can send you a virtual one now if you'd like.

Speaker speaker_1: Oh. Okay. Yes, please. So does this mean I can be able to call? Um, I'm not... I'm, I'm not allowed to go to a hospital physically, right? It's just through-

Speaker speaker_0: Correct.

Speaker speaker_1: ... phone calls, right?

Speaker speaker_0: Correct.

Speaker speaker_1: And I can get the prescriptions and get the drugs on the card, on the cover, no payments required?

Speaker speaker_0: Correct, 'cause you do have FreeRx built in which is-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, if it's on their list of covered medications, it's covered a hundred percent.

Speaker speaker_1: Oh, okay. Fair enough. Does this cover only me or it also covers my, my family?

Speaker speaker_0: It is for employee only.

Speaker speaker_1: Okay. Got you.

Speaker speaker_0: Okay. So this email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker_1: Oh, okay. Fair enough. Can I be able to-

Speaker speaker_0: Yes.

Speaker speaker_1: ... respond on the same email and confirm anything?

Speaker speaker_0: Um, no, ma'am. You will either have to go... You will have to give us a call or see somebody at your staffing agency.

Speaker speaker_1: Oh, at the staffing agency? Got you. All right.

Speaker speaker_0: Any other questions?

Speaker speaker_1: Uh, no. I think that's it for now.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye-bye.