

Transcript: Pearl

Rojas-6199706010042368-5092235841421312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Yeah, this is Greg, Pearl. And how can I assist you? I'm not exactly sure. I'm just returning a call I had about two minutes ago. Okay. Did they leave a voicemail? Uh, they did, but I accidentally erased it, I guess. I was trying to click over in some kind of way. It's not there, but I did have a voicemail. The icon came up, but I can't get to it. Okay. Do you work for a staffing agency? Sorry? Do you work for a staffing agency? I do. For which one? Uh, I was working for SMX with this card. I'm not, no longer with them. I got another job. Um, I don't have a staffing agency with that name. Do you currently work for a staffing agency? I do. For which one? Okay, I currently work for Mega Force. Okay. What are the last four digits of your Social? 6722. And my first paycheck will be on the 24th, so the card they gave me is not even activated. It's still in the envelope. Okay. Um, let's see. And what is your last name? H-E-A-D-E-N. Okay, and then just to verify I have the right account, can you confirm your address and date of birth? Date of birth 9/12/1979. 914 ROSS Avenue, Greensboro, North Carolina 27406. All righty. And your date of birth? 9/12/'79. Okay. I have your phone number as 743-224-8630? Correct. Okay, so it looks like we're processing healthcare enrollment forms, and on your form you chose two plans that can't be chosen together, so let me just call in to confirm which plan you're wanting to enroll in. You chose MEC TelRx, which is a preventative health plan with telehealth services and free Rx built in, and then you also chose MEC Enhanced, which is that same preventative health plan plus medical in one. Um, that plan has deductible, um, sorry, has copays, but once you pay the copay, the insurance carrier takes care of the remainder of the bill. Um, that plan is, is... Let's see. The one that is just preventative health is \$14.90 a week, and the one that is medical and preventative health together is \$42.68 a week. Okay, and you said the one where if I pay the copay, they pay all of it is which one? The one for \$42.68 a week. And the other one w- how does that go? The other one is just preventative health, so your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of screenings. Doesn't cover go- you going to the doctor or ER. You say it doesn't cover me going to the doctor or ER? It just covers s- screenings and... Yes. Let's go with the \$42 one. Okay. So with that one, I have you what you requested to be enrolled in that plan and then vision and dental as well? Correct. Okay, and just confirming, this coverage is just for yourself? Yes, ma'am. Okay, so your c- your weekly deductions would be at \$48.05. \$48.05? Yes, sir. And dental, uh, medical and vision, I just pay the copay? So with, um, the dental plan, den- the preven- uh, I'm sorry, the... Basically ne- checkups are covered 100% once every six months. Billings, non-surgical extractions, and X-rays are covered at 80% after you pay the \$50 deductible. And late crowns and braces are not covered. Okay, and you said they pay the full visit one time? I'm sorry,

what was that? You said they paid the entire visit one time annually? For dental? For dental, okay, and, uh, what about vis- For... So with dental it's your, your basic cleanings and checkup once per six months. Okay. And then with the vision there's a copay of \$10 for your annual eye exam, \$20 copay for your frames and lenses, um, and then you have \$130 allowance once per year for either your frames or contacts. Okay. Yeah, let's go with that. All righty. So it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental, vision and preventative health card in the mail, and your medical will go to your email. Okay. Do you have any questions? No, ma'am. You've been most helpful. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Yeah, this is Greg, Pearl.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I'm not exactly sure. I'm just returning a call I had about two minutes ago.

Speaker speaker_1: Okay. Did they leave a voicemail?

Speaker speaker_2: Uh, they did, but I accidentally erased it, I guess. I was trying to click over in some kind of way. It's not there, but I did have a voicemail. The icon came up, but I can't get to it.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Sorry?

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: I do.

Speaker speaker_1: For which one?

Speaker speaker_2: Uh, I was working for SMX with this card. I'm not, no longer with them. I got another job.

Speaker speaker_1: Um, I don't have a staffing agency with that name. Do you currently work for a staffing agency?

Speaker speaker_2: I do.

Speaker speaker_1: For which one?

Speaker speaker_2: Okay, I currently work for Mega Force.

Speaker speaker_1: Okay. What are the last four digits of your Social?

Speaker speaker_2: 6722. And my first paycheck will be on the 24th, so the card they gave me is not even activated. It's still in the envelope.

Speaker speaker_1: Okay. Um, let's see. And what is your last name?

Speaker speaker_2: H-E-A-D-E-N.

Speaker speaker_1: Okay, and then just to verify I have the right account, can you confirm your address and date of birth?

Speaker speaker_2: Date of birth 9/12/1979. 914 ROSS Avenue, Greensboro, North Carolina 27406.

Speaker speaker_1: All righty. And your date of birth?

Speaker speaker_2: 9/12/'79.

Speaker speaker_1: Okay. I have your phone number as 743-224-8630?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, so it looks like we're processing healthcare enrollment forms, and on your form you chose two plans that can't be chosen together, so let me just call in to confirm which plan you're wanting to enroll in. You chose MEC TelRx, which is a preventative health plan with telehealth services and free Rx built in, and then you also chose MEC Enhanced, which is that same preventative health plan plus medical in one. Um, that plan has deductible, um, sorry, has copays, but once you pay the copay, the insurance carrier takes care of the remainder of the bill. Um, that plan is, is... Let's see. The one that is just preventative health is \$14.90 a week, and the one that is medical and preventative health together is \$42.68 a week.

Speaker speaker_2: Okay, and you said the one where if I pay the copay, they pay all of it is which one?

Speaker speaker_1: The one for \$42.68 a week.

Speaker speaker_2: And the other one w- how does that go?

Speaker speaker_1: The other one is just preventative health, so your annual physicals, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of screenings. Doesn't cover go- you going to the doctor or ER.

Speaker speaker_2: You say it doesn't cover me going to the doctor or ER? It just covers s- screenings and...

Speaker speaker_1: Yes.

Speaker speaker_2: Let's go with the \$42 one.

Speaker speaker_1: Okay. So with that one, I have you what you requested to be enrolled in that plan and then vision and dental as well?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, and just confirming, this coverage is just for yourself?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so your c- your weekly deductions would be at \$48.05.

Speaker speaker_2: \$48.05?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And dental, uh, medical and vision, I just pay the copay?

Speaker speaker_1: So with, um, the dental plan, den- the preven- uh, I'm sorry, the... Basically ne- checkups are covered 100% once every six months. Billings, non-surgical extractions, and X-rays are covered at 80% after you pay the \$50 deductible. And late crowns and braces are not covered.

Speaker speaker_2: Okay, and you said they pay the full visit one time?

Speaker speaker_1: I'm sorry, what was that?

Speaker speaker_2: You said they paid the entire visit one time annually?

Speaker speaker_1: For dental?

Speaker speaker_2: For dental, okay, and, uh, what about vis-

Speaker speaker_1: For... So with dental it's your, your basic cleanings and checkup once per six months.

Speaker speaker_2: Okay.

Speaker speaker_1: And then with the vision there's a copay of \$10 for your annual eye exam, \$20 copay for your frames and lenses, um, and then you have \$130 allowance once per year for either your frames or contacts.

Speaker speaker_2: Okay. Yeah, let's go with that.

Speaker speaker_1: All righty. So it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active, and then later that week you receive your dental, vision and preventative health card in the mail, and your medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am. You've been most helpful.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.