

## **Transcript: VICTORIA**

**Taylor-4611612786245632-5383990545956864**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is, uh, Madhur. I was trying to get my insurance information, and I'm... don't know how to get that. Okay. What's the name of the agency you work for? Um, OnTrack Staffing. And the last four of your Social? 8662. And, uh, your first and last name again? Madhur Patel. Okay. Do you mind verifying your address and date of birth? Yeah. 3604 Coldstream Drive, Irving, Texas 75063. Birthday is May 15th '60. Okay. And then phone number is 365-0221? Yes. And then email is gonna be first name dot last name 13 at gmail.com? Yes. Yes. Okay, so first name dot last name 6 at gmail.com or 13? 13. Okay. Um, and you just need your ID cards? Yeah, ID card, and I'm trying to see what coverage I have. So you're enrolled into d- two different medical plans. You have the, uh, VIP Standard Hospital Indemnity Plan, which provides coverage for, like, um, non-preventative, uh, so if you were to be admitted to the hospital, if you have to go to the emergency room, um, uh, urgent care or, like, a regular physician's office, there's coverage for that. Yes. Okay. And then you also have the MEC TeleRx, which covers your preventative care, um, so like your yearly physicals, vaccinations and preventative screenings. Gotcha. Will that work for, like, dental also and eye exams or just, like, medical prevention? You just have medical. Okay, so I don't have dental or eye, correct? Yeah, you don't have either one of those. Okay. And then when's the renewal time? If I were to change something? Do you mean like the open enrollment period? Yes. Um, let me double-check. It looks like they typically have it during July of every year, so this year is already passed. So it would be- Oh. ... uh, July of next year. July of next year, okay. Sounds in out. Perfect. Okay. No worries. Thank you so much. And then the card, um, will you be emailing to the email...? Yes. Okay. If you give me just a few moments, I will- Okay. ... pull that up and email it to you, and I'll be right back. Sounds good. Perfect. Thank you. All righty. Thank you so much for holding. So, I was able to email you one of your ID cards. Okay. Um, that one explains your hospital- like, your, uh, non-preventative care, like if you were to visit the hospital or have to go to the emergency room or to see a physician's office. Um, for whatever reason, the other ID card for your preventative care, I'm not able to download at the moment. I believe it's a system issue. Sure. So, I'm gonna have to follow up with you on that one. Okay. That's okay. As soon as I get access to the other ID card, I'll just send a reply to the same email I sent to you. Okay. That means checking the... and then I'll check and I'll email back on that one. Okay. Um, was there anything else you might need help with? No, that'd be all, thank you. All righty. You have a wonderful night. You too. Bye. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. This is, uh, Madhur. I was trying to get my insurance information, and I'm... don't know how to get that.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Um, OnTrack Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 8662.

Speaker speaker\_1: And, uh, your first and last name again?

Speaker speaker\_2: Madhur Patel.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yeah. 3604 Coldstream Drive, Irving, Texas 75063. Birthday is May 15th '60.

Speaker speaker\_1: Okay. And then phone number is 365-0221?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is gonna be first name dot last name 13 at gmail.com?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: Okay, so first name dot last name 6 at gmail.com or 13?

Speaker speaker\_2: 13.

Speaker speaker\_1: Okay. Um, and you just need your ID cards?

Speaker speaker\_2: Yeah, ID card, and I'm trying to see what coverage I have.

Speaker speaker\_1: So you're enrolled into d- two different medical plans. You have the, uh, VIP Standard Hospital Indemnity Plan, which provides coverage for, like, um, non-preventative, uh, so if you were to be admitted to the hospital, if you have to go to the emergency room, um, uh, urgent care or, like, a regular physician's office, there's coverage for that.

Speaker speaker\_2: Yes. Okay.

Speaker speaker\_1: And then you also have the MEC TeleRx, which covers your preventative care, um, so like your yearly physicals, vaccinations and preventative screenings.

Speaker speaker\_2: Gotcha. Will that work for, like, dental also and eye exams or just, like, medical prevention?

Speaker speaker\_1: You just have medical.

Speaker speaker\_2: Okay, so I don't have dental or eye, correct?

Speaker speaker\_1: Yeah, you don't have either one of those.

Speaker speaker\_2: Okay. And then when's the renewal time? If I were to change something?

Speaker speaker\_1: Do you mean like the open enrollment period?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, let me double-check. It looks like they typically have it during July of every year, so this year is already passed. So it would be-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... uh, July of next year.

Speaker speaker\_2: July of next year, okay. Sounds in out. Perfect. Okay. No worries. Thank you so much. And then the card, um, will you be emailing to the email...?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you give me just a few moments, I will-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... pull that up and email it to you, and I'll be right back.

Speaker speaker\_2: Sounds good. Perfect. Thank you.

Speaker speaker\_1: All righty. Thank you so much for holding. So, I was able to email you one of your ID cards.

Speaker speaker\_3: Okay.

Speaker speaker\_1: Um, that one explains your hospital- like, your, uh, non-preventative care, like if you were to visit the hospital or have to go to the emergency room or to see a physician's office. Um, for whatever reason, the other ID card for your preventative care, I'm not able to download at the moment. I believe it's a system issue.

Speaker speaker\_3: Sure.

Speaker speaker\_1: So, I'm gonna have to follow up with you on that one.

Speaker speaker\_3: Okay. That's okay.

Speaker speaker\_1: As soon as I get access to the other ID card, I'll just send a reply to the same email I sent to you.

Speaker speaker\_3: Okay. That means checking the... and then I'll check and I'll email back on that one.

Speaker speaker\_1: Okay. Um, was there anything else you might need help with?

Speaker speaker\_3: No, that'd be all, thank you.

Speaker speaker\_1: All righty. You have a wonderful night.

Speaker speaker\_3: You too. Bye.

Speaker speaker\_1: You too. Bye-bye.