

Transcript: VICTORIA

Taylor-4677790068686848-5214561013645312

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, yeah, uh, my name... Well, I'm supposed to have insurance through the place that I work but I never got any kind of card. So, I got this number to call 'cause I needed to know, like, what the number for my account is and stuff like that, and, like, the stuff for the pharmacy and all that. Okay. Uh, what's the name of the agency you work for? Focus. And the last four of your Social? 6700. And your first and last name? Elizabeth Springer. Okay. Do you mind verifying your address and date of birth? 6176 Drive, Purdue City, Kentucky 43001. And, what'd you say, phone number is 502-994-8510. Uh, what's your date of birth? Oh, date of birth, 10/24/73. Okay. Email is first initial, last name, 73 at gmail? Yeah. Okay. I don't see that you're enrolled into anything currently. Weird. Okay. Well, what do I do? 'Cause this is the number they gave me, so I don't know if you know what action I should take from here. Do I need to go online or...? I mean, if you know what you want to enroll into, your, um, employer is currently in open enrollment, so we can get you enrolled over the phone. Okay, yeah, that's what I need to do. What plans are you wanting? I don't know. I thought there was just, like, one plan that came, came with it. I'm just trying to get, like, whatever the healthcare would be for people that work for them. Okay, so there's multiple medical plans to choose from, so what I'm gonna do is I'm gonna send you, um, a copy of the benefits guide. Mm-hmm. Which will explain everything being offered, what they cover and how much they cost. Mm-hmm. So you can look over that. Okay. And then once you make a decision, you can just call us back to enroll. Okay. Well, do you happen to know, uh... Are you able to access how much they cost? 'Cause that, I can make a decision really quick based on there. Yeah, I mean, I can definitely tell you how much they cost. Okay. Just keep in mind that each individual medical plan is gonna work differently. Sure. So there's not a base plan that we offer. They all work different. Um, are you just wanting coverage for yourself? Just for myself. I just need, like, basic medical stuff and pharmacy. That's it. Okay. So, the StayHealthy MEC TeleRx, uh, for just employee only is \$17.21 a week. The VIP Standard with virtual primary care is \$19.55 a week. All right. The VIP Plus with virtual primary care is \$33.54 a week. Um, then we also have the StayHealthy MEC Enhanced Basic, uh, which for employee only, that's \$35.11 a week. And then the StayHealthy MEC Enhanced for employee only is \$44.99 a week. Okay. All right, well, I'll take a look then and I'll give you a call back. Could you put it through the email? Yes, I'm gonna send that to your email. Okay. I'm thinking as far, I think I know what it's gonna be but I'm gonna just check, double check on you. Okay. Okay. I will get that sent to you as soon as I can. All right. Well, thank you very much. You're welcome. All right, bye. 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, yeah, uh, my name... Well, I'm supposed to have insurance through the place that I work but I never got any kind of card. So, I got this number to call 'cause I needed to know, like, what the number for my account is and stuff like that, and, like, the stuff for the pharmacy and all that.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Focus.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6700.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Elizabeth Springer.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: 6176

Speaker speaker_3: Drive, Purdue City, Kentucky 43001. And, what'd you say, phone number is 502-994-8510.

Speaker speaker_1: Uh, what's your date of birth?

Speaker speaker_2: Oh, date of birth, 10/24/73.

Speaker speaker_1: Okay. Email is first initial, last name, 73 at gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. I don't see that you're enrolled into anything currently.

Speaker speaker_2: Weird. Okay. Well, what do I do? 'Cause this is the number they gave me, so I don't know if you know what action I should take from here. Do I need to go online or...?

Speaker speaker_1: I mean, if you know what you want to enroll into, your, um, employer is currently in open enrollment, so we can get you enrolled over the phone.

Speaker speaker_2: Okay, yeah, that's what I need to do.

Speaker speaker_1: What plans are you wanting?

Speaker speaker_2: I don't know. I thought there was just, like, one plan that came, came with it. I'm just trying to get, like, whatever the healthcare would be for people that work for them.

Speaker speaker_1: Okay, so there's multiple medical plans to choose from, so what I'm gonna do is I'm gonna send you, um, a copy of the benefits guide.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Which will explain everything being offered, what they cover and how much they cost.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you can look over that.

Speaker speaker_2: Okay.

Speaker speaker_1: And then once you make a decision, you can just call us back to enroll.

Speaker speaker_2: Okay. Well, do you happen to know, uh... Are you able to access how much they cost? 'Cause that, I can make a decision really quick based on there.

Speaker speaker_1: Yeah, I mean, I can definitely tell you how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Just keep in mind that each individual medical plan is gonna work differently.

Speaker speaker_2: Sure.

Speaker speaker_1: So there's not a base plan that we offer. They all work different. Um, are you just wanting coverage for yourself?

Speaker speaker_2: Just for myself. I just need, like, basic medical stuff and pharmacy. That's it.

Speaker speaker_1: Okay. So, the StayHealthy MEC TeleRx, uh, for just employee only is \$17.21 a week. The VIP Standard with virtual primary care is \$19.55 a week.

Speaker speaker_2: All right.

Speaker speaker_1: The VIP Plus with virtual primary care is \$33.54 a week. Um, then we also have the StayHealthy MEC Enhanced Basic, uh, which for employee only, that's \$35.11 a week. And then the StayHealthy MEC Enhanced for employee only is \$44.99 a week.

Speaker speaker_2: Okay. All right, well, I'll take a look then and I'll give you a call back. Could you put it through the email?

Speaker speaker_1: Yes, I'm gonna send that to your email.

Speaker speaker_2: Okay. I'm thinking as far, I think I know what it's gonna be but I'm gonna just check, double check on you.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay.

Speaker speaker_1: I will get that sent to you as soon as I can.

Speaker speaker_2: All right. Well, thank you very much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: All right, bye.

Speaker speaker_1: Bye-bye.