

Transcript: VICTORIA

Taylor-4798638554398720-4774750248288256

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, um, I was calling because I just actually found out about a month ago that I, um, was paying for insurance through my check through my temp agency, and I'm just trying to figure out how I access that 'cause I need to set up appointments, and I didn't know that I had this. Okay. What's the name of the agency you work for? Um, Surge Staffing. Gotcha, and the last four of your Social? Um, it's 5-5-9-5. And your first and last name? Crystal Cottingham. All right. Uh, do you mind verifying your address and date of birth? Um, my address is 27 US Highway 278 East, Apartment 9, and that's Cullman, Alabama, 35055. And my birthday is July 2nd, 1989. And then phone number, 256-568-0265? Um, uh, no, I actually have a new phone number. Okay. Is it the one you're calling from? It is. Okay, and then phone number is crystaldawn11@yahoo.com? Yes. Okay. Um, I'm not sure why you haven't gotten your ID card, but I can look it up and email it to you. Um, just to let you know, it looks like the medical plan you have is what they automatically enroll members into, unless they opt out beforehand, which is a, um, preventative medical plan, so it covers your preventative services at 100% as long as you stay in the network. It does also come with a subscription to FreeRx, which is like a prescription plan. Um, and then it also comes with the virtual urgent care. Okay, so let me ask you a question. Um, does, like, OBGYN count in that, uh, preventative or no? So, that's kind of hard for me to answer 'cause we're just your benefits administrators, we're not the actual insurance company. What I know is that it covers, um, preventative services like preventative screenings, preventative physicals, um, and vaccinations. Now, the specific ones, that I don't know, um, that you would have to reach out for the, uh, to the insurance company to get more information about, which, uh, the insurance company is gonna be 90 Degree Benefits. And I can give you their phone number if you wanna call them and get, like, the specific, um, procedures and stuff like that that are, are covered. Okay, yeah. Can you email that to me? I don't have any way to write it down right now. Okay. Um, let me see. I think it- it should be on the ID card itself, but let me double-check. Yeah, so it has a couple phone numbers on your ID card, um, but it does also have the phone number for 90 Degree Benefits, so just make sure that you, um, call their number that's listed for 90 Degree Benefits on there. Okay. And I'm gonna email that card to ya so you have that. Now, you also should have received, um, instructions for the FreeRx benefit, um, on how to like set up... I didn't receive anything. Okay. Yeah, I didn't receive anything. I just found out that 'cause I had insurance through the marketplace, so whenever I applied, I thought I opted out of the insurance, but then I found out I was actually still paying for it, so I didn't renew my insurance through the marketplace. Okay. And you're still- So I don't have, I don't have anything. You're still using the email crystaldawn11@yahoo.com? I am. Okay. Yeah, they typically send instructions to email for the FreeRx, but if you didn't get

that, I can just send you, um, an email that we've made for instructions on how to set up the FreeRx account. Okay. I appreciate that. Yep. Um, was there anything else you might need help with? Nope, that was all I needed. Alrighty. Well, um, I just sent the ID card to ya, and I'm sending the instructions for the FreeRx now, um, and you should be good to go on my end. All right. Thank you very much. You're welcome. Have a good day. You too. 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, um, I was calling because I just actually found out about a month ago that I, um, was paying for insurance through my check through my temp agency, and I'm just trying to figure out how I access that 'cause I need to set up appointments, and I didn't know that I had this.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um, Surge Staffing.

Speaker speaker_1: Gotcha, and the last four of your Social?

Speaker speaker_2: Um, it's 5-5-9-5.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Crystal Cottingham.

Speaker speaker_1: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Um, my address is 27 US Highway 278 East, Apartment 9, and that's Cullman, Alabama, 35055. And my birthday is July 2nd, 1989.

Speaker speaker_1: And then phone number, 256-568-0265?

Speaker speaker_2: Um, uh, no, I actually have a new phone number.

Speaker speaker_1: Okay. Is it the one you're calling from?

Speaker speaker_2: It is.

Speaker speaker_1: Okay, and then phone number is crystaldawn11@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, I'm not sure why you haven't gotten your ID card, but I can look it up and email it to you. Um, just to let you know, it looks like the medical plan you have is what they automatically enroll members into, unless they opt out beforehand, which is a, um, preventative medical plan, so it covers your preventative services at 100% as long as you

stay in the network. It does also come with a subscription to FreeRx, which is like a prescription plan. Um, and then it also comes with the virtual urgent care.

Speaker speaker_2: Okay, so let me ask you a question. Um, does, like, OBGYN count in that, uh, preventative or no?

Speaker speaker_1: So, that's kind of hard for me to answer 'cause we're just your benefits administrators, we're not the actual insurance company. What I know is that it covers, um, preventative services like preventative screenings, preventative physicals, um, and vaccinations. Now, the specific ones, that I don't know, um, that you would have to reach out for the, uh, to the insurance company to get more information about, which, uh, the insurance company is gonna be 90 Degree Benefits. And I can give you their phone number if you wanna call them and get, like, the specific, um, procedures and stuff like that that are, are covered.

Speaker speaker_2: Okay, yeah. Can you email that to me? I don't have any way to write it down right now.

Speaker speaker_1: Okay. Um, let me see. I think it- it should be on the ID card itself, but let me double-check. Yeah, so it has a couple phone numbers on your ID card, um, but it does also have the phone number for 90 Degree Benefits, so just make sure that you, um, call their number that's listed for 90 Degree Benefits on there.

Speaker speaker_2: Okay.

Speaker speaker_1: And I'm gonna email that card to ya so you have that. Now, you also should have received, um, instructions for the FreeRx benefit, um, on how to like set up...

Speaker speaker_2: I didn't receive anything.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I didn't receive anything. I just found out that 'cause I had insurance through the marketplace, so whenever I applied, I thought I opted out of the insurance, but then I found out I was actually still paying for it, so I didn't renew my insurance through the marketplace.

Speaker speaker_1: Okay. And you're still-

Speaker speaker_2: So I don't have, I don't have anything.

Speaker speaker_1: You're still using the email crystaldawn11@yahoo.com?

Speaker speaker_2: I am.

Speaker speaker_1: Okay. Yeah, they typically send instructions to email for the FreeRx, but if you didn't get that, I can just send you, um, an email that we've made for instructions on how to set up the FreeRx account.

Speaker speaker_2: Okay. I appreciate that.

Speaker speaker_1: Yep. Um, was there anything else you might need help with?

Speaker speaker_2: Nope, that was all I needed.

Speaker speaker_1: Alrighty. Well, um, I just sent the ID card to ya, and I'm sending the instructions for the FreeRx now, um, and you should be good to go on my end.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.