

Transcript: VICTORIA

Taylor-4814219493982208-5360328394096640

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 trying to see what type of benefits is covered. Okay. Uh, what's the name of the agency you work for? Integrity Staffing Agency. Would it be Integrity Trade Services? Yes, ma'am. I'm sorry. You're fine. Um, and the last four of your Social? 2077. And your first and last name? Shamira Harris. Do you mind verifying your address and date of birth? Um, 3277 Swanson Circle, Hardington, Indiana 464... 46368, Apartment 101. And what was the other thing? Your date of birth? 3/19/1995. And then phone number 219-302-5634? Yes, ma'am. And email is just gonna be first and last name twenty-one at gmail.com? Yes, ma'am. Okay. So it looks like you're enrolled into the MEC TeleRx, which is a, uh, preventative medical plan so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. Um, it also comes with a subscription to FreeRx, which if it's... if it is a covered medication under FreeRx, to my knowledge, it would be free. Okay. Does it at all cover like, um, like vision or anything? Um, I don't see that you're enrolled into vision. Um, is there a way to enroll or add or enroll into vision? So currently, you're outside of the company's open enrollment period and it looks like you're outside of your personal open enrollment period as well. That ended on September 8th. Um, but let me see if they have one coming up. So it looks like they typically have it during the June, July timeframe of every year. So I will have to wait until then? Yes, ma'am. Yeah. Currently, uh, you're outside of your personal open enrollment period as well as the company's open enrollment period. So unless you've experienced a qualifying life event within the last 30 days, you'll have to wait for the next open enrollment period. Okay, thank you. You're welcome. Have a good day.

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 trying to see what type of benefits is covered.

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

Speaker speaker_2: Integrity Staffing Agency.

Speaker speaker_1: Would it be Integrity Trade Services?

Speaker speaker_2: Yes, ma'am. I'm sorry.

Speaker speaker_1: You're fine. Um, and the last four of your Social?

Speaker speaker_2: 2077.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Shamira Harris.

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

Speaker speaker_2: Um, 3277 Swanson Circle, Hardington, Indiana 464... 46368, Apartment 101. And what was the other thing?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: 3/19/1995.

Speaker speaker_1: And then phone number 219-302-5634?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is just gonna be first and last name twenty-one at gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like you're enrolled into the MEC TeleRx, which is a, uh, preventative medical plan so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in that work. Um, it also comes with a subscription to FreeRx, which if it's... if it is a covered medication under FreeRx, to my knowledge, it would be free.

Speaker speaker_2: Okay. Does it at all cover like, um, like vision or anything?

Speaker speaker_1: Um, I don't see that you're enrolled into vision.

Speaker speaker_2: Um, is there a way to en- like add or enroll into vision?

Speaker speaker_1: So currently, you're outside of the company's open enrollment period and it looks like you're outside of your personal open enrollment period as well. That ended on September 8th. Um, but let me see if they have one coming up. So it looks like they typically have it during the June, July timeframe of every year.

Speaker speaker_2: So I will have to wait until then?

Speaker speaker_1: Yes, ma'am. Yeah. Currently, uh, you're outside of your personal open enrollment period as well as the company's open enrollment period. So unless you've experienced a qualifying life event within the last 30 days, you'll have to wait for the next open enrollment period.

Speaker speaker_2: Okay, thank you.

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