

## **Transcript: VICTORIA**

**Taylor-4869939934052352-4716126524719104**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. My name's Christina Sopac. Um, I was just calling to see if the benefits I enrolled for, um, had been activated? Okay. What's the name of the agency you work for? Um, Associated Staffing. All right, and the last four of your Social? Um, 8036. All right, and let's see. Do you mind verifying your address and date of birth? Yes. Um, my address is 3116, uh, Grand Avenue, Apartment 24, Kearney, Nebraska 68847. And then, um, my date of birth is 12/16/98. And phone number 402-741-2427? Yes, ma'am. And then email is gonna be, uh, CR your last name at gmail.com? Yes, ma'am. Okay. Give me one second. So I see you're enrolled into the VIP Choice Behavioral Health- Exactly. ... and the, um, MEC TeleRx, and it looks like it did just become active today. Okay, cool. I thought so, but I just wanted to double-check. And then I had one more question for you. Okay. Um, what does it cover specifically? Because there wasn't a lot of detail. Um, so the behavioral health is like online counseling and therapy. Um, you also have the MEC TeleRx, which is like your preventative healthcare. So that covers your yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay within the network. Um, that plan does also come with virtual urgent care and it comes with a, um, subscription to FreeRx, like, which is a, uh, prescription plan. Okay. Then you also have the VIP Choice which provides coverage. Um, it, it also has coverage for prescriptions, but, uh, it provides coverage mainly if you were to be admitted to the hospital. Um, it has coverage on emergency room visits, urgent care, and physician office visits. Okay, cool. That's what I just wanted to make sure, 'cause I didn't know if it was, uh, just like online stuff or I could still go into the clinic. So I- Yeah, you do have in-person, uh, visits under the VIP Choice. Okay. Now, your preventative services that you get with the Stay Healthy, you do have to stay within the MultiPlan network. Okay, so like people who just use that, or...? Yes. You would have to find a provider within the MultiPlan network and you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider. Oh, okay. Okay. And then I don't know if, um, I need to enroll in a different plan for like a chiropractor, or does that also fall under this? Uh, that I'm not too sure of. We're just your benefits administer, so we're not the actual insurance carrier. You might need to verify with the insurance carrier if you have coverage for that under your plan. Okay, cool. I truly do appreciate your time, so thank you very much. Yes, ma'am. You have a wonderful day. You too. You as well. Thank you. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. My name's Christina Sopac. Um, I was just calling to see if the benefits I enrolled for, um, had been activated?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Um, Associated Staffing.

Speaker speaker\_0: All right, and the last four of your Social?

Speaker speaker\_1: Um, 8036.

Speaker speaker\_0: All right, and let's see. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes. Um, my address is 3116, uh, Grand Avenue, Apartment 24, Kearney, Nebraska 68847. And then, um, my date of birth is 12/16/98.

Speaker speaker\_0: And phone number 402-741-2427?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is gonna be, uh, CR your last name at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me one second. So I see you're enrolled into the VIP Choice Behavioral Health-

Speaker speaker\_1: Exactly.

Speaker speaker\_0: ... and the, um, MEC TeleRx, and it looks like it did just become active today.

Speaker speaker\_1: Okay, cool. I thought so, but I just wanted to double-check. And then I had one more question for you.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um, what does it cover specifically? Because there wasn't a lot of detail.

Speaker speaker\_0: Um, so the behavioral health is like online counseling and therapy. Um, you also have the MEC TeleRx, which is like your preventative healthcare. So that covers your yearly physicals, vaccinations, and preventative screenings at 100% as long as you stay within the network. Um, that plan does also come with virtual urgent care and it comes with a, um, subscription to FreeRx, like, which is a, uh, prescription plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Then you also have the VIP Choice which provides coverage. Um, it, it also has coverage for prescriptions, but, uh, it provides coverage mainly if you were to be admitted to the hospital. Um, it has coverage on emergency room visits, urgent care, and

physician office visits.

Speaker speaker\_1: Okay, cool. That's what I just wanted to make sure, 'cause I didn't know if it was, uh, just like online stuff or I could still go into the clinic. So I-

Speaker speaker\_0: Yeah, you do have in-person, uh, visits under the VIP Choice.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, your preventative services that you get with the Stay Healthy, you do have to stay within the MultiPlan network.

Speaker speaker\_1: Okay, so like people who just use that, or...?

Speaker speaker\_0: Yes. You would have to find a provider within the MultiPlan network and you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider.

Speaker speaker\_1: Oh, okay. Okay. And then I don't know if, um, I need to enroll in a different plan for like a chiropractor, or does that also fall under this?

Speaker speaker\_0: Uh, that I'm not too sure of. We're just your benefits administer, so we're not the actual insurance carrier. You might need to verify with the insurance carrier if you have coverage for that under your plan.

Speaker speaker\_1: Okay, cool. I truly do appreciate your time, so thank you very much.

Speaker speaker\_0: Yes, ma'am. You have a wonderful day.

Speaker speaker\_1: You too. You as well.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.