

Transcript: VICTORIA

Taylor-4916250911752192-5054699450974208

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, this is Tyra McRoberts and I work with Crown, for Crown. And is that something that I'm gonna be opt, uh, opted into some benefits? Okay. Are you wanting to decline the coverage? What, what type of coverage is it? So this is for medical insurance. Um, Crown Staffing will automatically enroll members into, I believe it is the... Let me pull it up. Give me one second. Okay. So they automatically enroll you into the MEC TeleRx, which is a preventative medical plan. It covers things like, um, yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you, uh, stay within the network. Okay. So that- Um, that plan also comes with, uh, virtual urgent care and a subscription to FreeRx, which is like a prescription plan. Okay. So I have an existing condition, so would this be good for that too? Um, the majority of the benefits that come with the plan is just for, like, your preventative healthcare. So it's not for, like, complete coverage? No, no. Then- The benefits- Okay. ... that we offer is not major medical. And this specific plan that they automatically enroll you into is just for the preventative side of medical. Well, I wanna opt out of that. Okay. What's the last four of your Social? 3550. All right. And your first and last name? Tyra McRoberts. Oh, okay. Gotcha. And do you mind verifying your address and date of birth? 182 Pam Court, Moscow Mills, Missouri, 63362 and 22779. Phone number is 636-466-1924? That's right. And then email is first name dot last name 79 at gmail? Yes. Okay. I will go ahead and decline it for you, and you're good to go from here. Okay. Thank you so much. You're welcome. Um, 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: Yes, this is Tyra McRoberts and I work with Crown, for Crown. And is that something that I'm gonna be opt, uh, opted into some benefits?

Speaker speaker_0: Okay. Are you wanting to decline the coverage?

Speaker speaker_1: What, what type of coverage is it?

Speaker speaker_0: So this is for medical insurance. Um, Crown Staffing will automatically enroll members into, I believe it is the... Let me pull it up. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: So they automatically enroll you into the MEC TeleRx, which is a preventative medical plan. It covers things like, um, yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you, uh, stay within the network.

Speaker speaker_1: Okay. So that-

Speaker speaker_0: Um, that plan also comes with, uh, virtual urgent care and a subscription to FreeRx, which is like a prescription plan.

Speaker speaker_1: Okay. So I have an existing condition, so would this be good for that too?

Speaker speaker_0: Um, the majority of the benefits that come with the plan is just for, like, your preventative healthcare.

Speaker speaker_1: So it's not for, like, complete coverage?

Speaker speaker_0: No, no.

Speaker speaker_1: Then-

Speaker speaker_0: The benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that we offer is not major medical. And this specific plan that they automatically enroll you into is just for the preventative side of medical.

Speaker speaker_1: Well, I wanna opt out of that.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 3550.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Tyra McRoberts.

Speaker speaker_0: Oh, okay. Gotcha. And do you mind verifying your address and date of birth?

Speaker speaker_1: 182 Pam Court, Moscow Mills, Missouri, 63362 and 22779.

Speaker speaker_0: Phone number is 636-466-1924?

Speaker speaker_1: That's right.

Speaker speaker_0: And then email is first name dot last name 79 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will go ahead and decline it for you, and you're good to go from here.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Um, bye-bye.