

Transcript: VICTORIA

Taylor-4941723111833600-6018308271292416

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? Hello. This is, um, Montresa Bell. I was calling to see was my card still active? Okay. Uh, let me take a look and see. What's the name of the agency you work for? Uh, Mega Force. And the last four of your Social? 1109. Okay. Do you mind verifying your address and date of birth? It's at 1588 Roseline Drive, Greenville, North Carolina 27834. And my Social, 240-39-1109. I'm sorry, what is your date of birth? 4-18-1970. Okay. So number 252-327-1276? Uh-huh. Okay. And then email is m-o-n-t-r-e-bell@yahoo.com? Yes. Okay. So I see that your coverage is active for this week and also for next week. Okay. So with this, could I get... 'Cause I need to get like a prescription. I need to get someone, find a doctor to... 'Cause I have one prescription, but I haven't used the benefit. But I need to get a prescription filled. Okay. So the medical plan that you have is that- I need to find a doctor, I meant. I meant to... I guess, to check my pressure or whatever in case I need a prescription filled. Okay. So the medical plan that you have is the MEC TeleRx, and that medical- Mm-hmm. ... plan is specifically designed for preventative medical. Mm-hmm. So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. Um, that's pretty much- Mm-hmm. ... all it covers. Yeah. It does come with, um, Virtual Urgent Care and then it also comes with a subscription to FreeRx, which is like a prescription plan. Mm-hmm. Um, but as far as like the medical coverage- So could I... Mm-hmm. So like, if I were to go to someone, okay, it's preventive care. So like, what if I would go to a urgent care? Would it cover that? There would be no- Like, they just... And they just check like, say, if they check my pressure or whatever and they prescribe something? Yeah. Unfortunately, no. There's no coverage for urgent- urgent care unless you do the Virtual Urgent Care where you do it online. Okay. Okay. So how long does, does that take? I've never done that before, 'cause I would just need to do it this one time. I, I'm not too sure. We're just your benefits administrators. Um, so I, I- Mm-hmm. ... don't know how long the Virtual Urgent Care visits take, uh, to be honest with you. Mm-hmm. But, um, to use that benefit you would go onto the website virtualcare.benefitsandacard.com. Oh, okay. Let me write that down. This is virtualcare... Yes, virtualcare.benefitsandacard.com. Okay. So and then if I don't use this, I could just find someone here in the network? Okay. So let me explain it again. So if I don't do virtual, I could just find someone in network? So the only urgent care coverage you have is through that virtual service. So you... That's the only- Mm-hmm. ... coverage for urgent care you have under your medical plan. Yeah. So it has to be online. Well, I don't need urgent... Okay. So the urgent has to be online. But I know you have said that. But like, if I just find a regular doctor in the network, I can use it... I could just u- give them this card? So the plan that you have only covers preventative medical. So it's not gonna cover- Yeah. ... care. So that would- It's go- ... be preventive. I would guess is, um... If I

were to just go and get a, uh, get someone just to check my pressure or whatever, wouldn't that be preventive? To my knowledge- And he do- ... preventative care- ... blood work. So to my knowledge preventative care is like yearly physicals, vaccinations- Mm-hmm. ... and preventative screenings. Yeah. 'Cause that's what I would need, like a quick physical. So either way, if I were to go to either one, I'd just show them this card, right? Yes, ma'am. You do need to stay- Okay. ... within the MultiPlan network. Okay. So, um, to find a provider for that, you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider. Okay. MultiPlan. All right. Thank you. That's all I needed. Okay. You have a wonderful day. You too. Thank you. Bye-bye. Thank you. 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: Hello. This is, um, Montresa Bell. I was calling to see was my card still active?

Speaker speaker_1: Okay. Uh, let me take a look and see. What's the name of the agency you work for?

Speaker speaker_2: Uh, Mega Force.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1109.

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

Speaker speaker_2: It's at 1588 Roseline Drive, Greenville, North Carolina 27834. And my Social, 240-39-1109.

Speaker speaker_1: I'm sorry, what is your date of birth?

Speaker speaker_2: 4-18-1970.

Speaker speaker_1: Okay. So number 252-327-1276?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. And then email is m-o-n-t-r-e-bell@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I see that your coverage is active for this week and also for next week.

Speaker speaker_2: Okay. So with this, could I get... 'Cause I need to get like a prescription. I need to get someone, find a doctor to... 'Cause I have one prescription, but I haven't used the

benefit. But I need to get a prescription filled.

Speaker speaker_1: Okay. So the medical plan that you have is that-

Speaker speaker_2: I need to find a doctor, I meant. I meant to... I guess, to check my pressure or whatever in case I need a prescription filled.

Speaker speaker_1: Okay. So the medical plan that you have is the MEC TeleRx, and that medical-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... plan is specifically designed for preventative medical.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. Um, that's pretty much-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... all it covers.

Speaker speaker_2: Yeah.

Speaker speaker_1: It does come with, um, Virtual Urgent Care and then it also comes with a subscription to FreeRx, which is like a prescription plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but as far as like the medical coverage-

Speaker speaker_2: So could I... Mm-hmm. So like, if I were to go to someone, okay, it's preventive care. So like, what if I would go to a urgent care? Would it cover that?

Speaker speaker_1: There would be no-

Speaker speaker_2: Like, they just... And they just check like, say, if they check my pressure or whatever and they prescribe something?

Speaker speaker_1: Yeah. Unfortunately, no. There's no coverage for urgen- urgent care unless you do the Virtual Urgent Care where you do it online.

Speaker speaker_2: Okay. Okay. So how long does, does that take? I've never done that before, 'cause I would just need to do it this one time.

Speaker speaker_1: I, I'm not too sure. We're just your benefits administers. Um, so I, I-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... don't know how long the Virtual Urgent Care visits take, uh, to be honest with you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But, um, to use that benefit you would go onto the website virtualcare.benefitsandacard.com.

Speaker speaker_2: Oh, okay. Let me write that down. This is virtualcare...

Speaker speaker_1: Yes, virtualcare.benefitsandacard.com.

Speaker speaker_2: Okay. So and then if I don't use this, I could just find someone here in the network?

Speaker speaker_1: Okay. So let me explain it again.

Speaker speaker_2: So if I don't do virtual, I could just find someone in network?

Speaker speaker_1: So the only urgent care coverage you have is through that virtual service. So you... That's the only-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... coverage for urgent care you have under your medical plan.

Speaker speaker_2: Yeah.

Speaker speaker_1: So it has to be online.

Speaker speaker_2: Well, I don't need urgent... Okay. So the urgent has to be online. But I know you have said that. But like, if I just find a regular doctor in the network, I can use it... I could just u- give them this card?

Speaker speaker_1: So the plan that you have only covers preventative medical. So it's not gonna cover-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... care.

Speaker speaker_2: So that would-

Speaker speaker_1: It's go-

Speaker speaker_2: ... be preventive. I would guess is, um... If I were to just go and get a, uh, get someone just to check my pressure or whatever, wouldn't that be preventive?

Speaker speaker_1: To my knowledge-

Speaker speaker_2: And he do-

Speaker speaker_1: ... preventative care-

Speaker speaker_2: ... blood work.

Speaker speaker_1: So to my knowledge preventative care is like yearly physicals, vaccinations-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and preventative screenings.

Speaker speaker_2: Yeah. 'Cause that's what I would need, like a quick physical. So either way, if I were to go to either one, I'd just show them this card, right?

Speaker speaker_1: Yes, ma'am. You do need to stay-

Speaker speaker_2: Okay.

Speaker speaker_1: ... within the MultiPlan network.

Speaker speaker_2: Okay.

Speaker speaker_1: So, um, to find a provider for that, you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider.

Speaker speaker_2: Okay. MultiPlan. All right. Thank you. That's all I needed.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.