

Transcript: VICTORIA

Taylor-5003051990695936-6166680802869248

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yeah, I'm just trying to figure out like how I figure out what my actual benefits are, like I was on the portal and I couldn't find anything on there. I'm really just trying to figure out if I can... if glasses are covered. Okay. Um, what's the name of the agency you work for? Um, American Staff Corp. And the last four of your Social? Uh, 2815. Okay. And your first and last name? Uh, Kavan, K-A-V-A-N, and then Lamb, like the animal. Okay. Do you mind verifying your address and date of birth? Uh, it's 2002 South Missouri Place in Claremore, and then it's 52793. And phone number is, uh, 303-829-2898? Yes. Okay. And then I have email as, um, A-C-T-I-V-A-T-E-E-L-E-V-A-T-O-R-3-1-1-7-4@mail.com . Yes. Okay. So, it looks like what you're enrolled into is just for medical, um, it's the MUC TeleRx Plan for employee only. I don't see that you have any type of coverage for vision. So, so what doesn't it help me with? What does it cover? Does it cover medications? Yes. So the MUC TeleRx is basically a preventative medical plan, it covers things like yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the, uh, multi-plan network. Now this plan does also come with virtual urgent care, um, as well as a subscription of free Rx which is like a per- uh, prescription plan. Okay. All right, that makes sense. Yes, sir. Was there anything else you might need help with? No, I think that's all. Okay. You have a wonderful day. All right, thank you. You too. Thank you. 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: Yeah, I'm just trying to figure out like how I figure out what my actual benefits are, like I was on the portal and I couldn't find anything on there. I'm really just trying to figure out if I can... if glasses are covered.

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Um, American Staff Corp.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 2815.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Uh, Kavan, K-A-V-A-N, and then Lamb, like the animal.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, it's 2002 South Missouri Place in Claremore, and then it's 52793.

Speaker speaker_0: And phone number is, uh, 303-829-2898?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have email as, um, A-C-T-I-V-A-T-E-E-L-E-V-A-T-O-R-3-1-1-7-4@mail.com .

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it looks like what you're enrolled into is just for medical, um, it's the MUC TeleRx Plan for employee only. I don't see that you have any type of coverage for vision.

Speaker speaker_1: So, so what doesn't it help me with?

Speaker speaker_0: What does it cover?

Speaker speaker_1: Does it cover medications?

Speaker speaker_0: Yes. So the MUC TeleRx is basically a preventative medical plan, it covers things like yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay within the, uh, multi-plan network. Now this plan does also come with virtual urgent care, um, as well as a subscription of free Rx which is like a per- uh, prescription plan.

Speaker speaker_1: Okay. All right, that makes sense.

Speaker speaker_0: Yes, sir. Was there anything else you might need help with?

Speaker speaker_1: No, I think that's all.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: All right, thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.