

Transcript: VICTORIA

Taylor-5133199740420096-4766351953936384

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, uh, I got my Benefits on a Card in the mail yesterday and I was just wondering, like, what all does that come with? Is it like dental and medical or...? I will need to pull up your file and see what you're enrolled into. What's the name of the agency you work for? American Staff Corp. Okay. Do you mind verifying the last four digits of your Social? Yes. It's 1384. And your first and last name? Michael Ruth, R-U-T-H. Okay. Do you mind verifying your mailing address and date of birth? Yes. It should be, uh, let me look. 6500 Frederick Road in Claymore, Oklahoma. Okay. Is it 6500? Yes. 6-5-0-0. Okay. 'Cause I have a different address. Um, what do we do- Uh, what do you have? 'Cause I just moved. I have 2550 Frederick Road. Okay. Yes, that's correct. Okay. So which one should it be? It should be the one that you named off. Okay. Gotcha. And, I'm sorry, your date of birth? It's 05/31/2005. Phone number at 325-436-7047? Yes. And then email is gonna be michaelruth24@icloud.com? Yes. Okay. Let's see. Okay. So it looks like you're actually enrolled into the MEC TeleRx, uh, which is a plan that they automatically enroll members into unless you opt out beforehand. That plan specifically is designed for your preventative care, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Now, that plan does also come with a virtual urgent care benefit and then it also comes with the FreeRx, uh, benefit which is... Basically FreeRx is just like a prescription plan. Okay. Um, but that's pretty much all that this plan is gonna cover is, like, your preventative medical. Okay. All right. Well, I appreciate it. Yes, sir. Did you need help with anything else? Uh, not at the moment, I do not. Okay. All righty. You have a wonderful day. You as well. Thank you, bye-bye. 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, uh, I got my Benefits on a Card in the mail yesterday and I was just wondering, like, what all does that come with? Is it like dental and medical or...?

Speaker speaker_0: I will need to pull up your file and see what you're enrolled into. What's the name of the agency you work for?

Speaker speaker_1: American Staff Corp.

Speaker speaker_0: Okay. Do you mind verifying the last four digits of your Social?

Speaker speaker_1: Yes. It's 1384.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Michael Ruth, R-U-T-H.

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

Speaker speaker_1: Yes. It should be, uh, let me look. 6500 Frederick Road in Claymore, Oklahoma.

Speaker speaker_0: Okay. Is it 6500?

Speaker speaker_1: Yes. 6-5-0-0.

Speaker speaker_0: Okay. 'Cause I have a different address. Um, what do we do-

Speaker speaker_1: Uh, what do you have? 'Cause I just moved.

Speaker speaker_0: I have 2550 Frederick Road.

Speaker speaker_1: Okay. Yes, that's correct.

Speaker speaker_0: Okay. So which one should it be?

Speaker speaker_1: It should be the one that you named off.

Speaker speaker_0: Okay. Gotcha. And, I'm sorry, your date of birth?

Speaker speaker_1: It's 05/31/2005.

Speaker speaker_0: Phone number at 325-436-7047?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be michaelruth24@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. Okay. So it looks like you're actually enrolled into the MEC TeleRx, uh, which is a plan that they automatically enroll members into unless you opt out beforehand. That plan specifically is designed for your preventative care, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Now, that plan does also come with a virtual urgent care benefit and then it also comes with the FreeRx, uh, benefit which is... Basically FreeRx is just like a prescription plan.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but that's pretty much all that this plan is gonna cover is, like, your preventative medical.

Speaker speaker_1: Okay. All right. Well, I appreciate it.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: Uh, not at the moment, I do not.

Speaker speaker_0: Okay. All righty. You have a wonderful day.

Speaker speaker_1: You as well. Thank you, bye-bye.

Speaker speaker_0: Thank you. Bye-bye.