

Transcript: VICTORIA

Taylor-5177363812794368-5744843824250880

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? Yeah. My name is Steve Mason. I'm calling in regards to inquiries about the Benefits on a Card thing. I mean, I talked to my job and they were saying give you all a call because I don't understand why I have two medicals coming out, two deductions. I don't know what that's about. I'm calling to see what that, that's about. Okay. Uh, what's the name of the agency you work for? Integrity Trade Services. And the last four of your Social? 4626. Okay. Do you mind verifying your address and date of birth? Yes. Date of birth 3/7/1983. Address is 3801 167th Place, Country Club Hills, Illinois. And then phone number would be the same one you're calling from? Phone number, yes, that would be the same number I'm calling from, yeah. Email is paratech83@icloud.com? Correct. Okay. Um, so it looks like you are enrolled into coverage because of a court order for you to have coverage for you and your dependents. Um, both of those... So, it looks like one of the medical plans you're enrolled into- Uh-huh. ... the VIP Classic, is for non-preventative healthcare, like if you were to be admitted to the hospital, um, have to go to the emergency room, or just a regular physician's office. Um, it covers your non-preventative services, whereas the other medical plan, the MEC TeleRX, covers your preventative services, so like yearly physicals, vaccinations and preventative screenings. Okay. So it's basically by the court order, you're saying? Yeah. So this w- this was requested by the court for you to have coverage for you and your dependents. Okay. So it's n- All right, cool. So that has to be on there and s- there's no changes can be made to that? 'Cause she said I was enrolled in this automatically or something like that? Yeah. Now, you were enrolled because of the court order. We wouldn't be able to change or cancel it- Right. ... without a release form from the court. Right. And then the other one is for me, that's mandatory, right? Or just for the benefits, right? No. So everything that you're enrolled into is because of the court order, and it's for you and your dependents. Right. I'm just saying period, I mean, in regards to Integrity, they give benefits automatically, right? So, yes. For new hires, they will automatically enroll members into coverage. Okay. But the reason why you're enrolled into both of those medical plans is because that's a requirement that the court set. All right. Thanks a lot. That's why I was calling, because I d- I didn't know why it was showing both, and now I got a clear explanation of it. Now I know. Okay. That will be it then. Um- Thanks a lot. You're welcome. Have a good day. All right.

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: Yeah. My name is Steve Mason. I'm calling in regards to inquiries about the Benefits on a Card thing. I mean, I talked to my job and they were saying give you all a call because I don't understand why I have two medicals coming out, two deductions. I don't know what that's about. I'm calling to see what that, that's about.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Integrity Trade Services.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4626.

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

Speaker speaker_2: Yes. Date of birth 3/7/1983. Address is 3801 167th Place, Country Club Hills, Illinois.

Speaker speaker_1: And then phone number would be the same one you're calling from?

Speaker speaker_2: Phone number, yes, that would be the same number I'm calling from, yeah.

Speaker speaker_1: Email is paratech83@icloud.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so it looks like you are enrolled into coverage because of a court order for you to have coverage for you and your dependents. Um, both of those... So, it looks like one of the medical plans you're enrolled into-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... the VIP Classic, is for non-preventative healthcare, like if you were to be admitted to the hospital, um, have to go to the emergency room, or just a regular physician's office. Um, it covers your non-preventative services, whereas the other medical plan, the MEC TeleRX, covers your preventative services, so like yearly physicals, vaccinations and preventative screenings.

Speaker speaker_2: Okay. So it's basically by the court order, you're saying?

Speaker speaker_1: Yeah. So this w- this was requested by the court for you to have coverage for you and your dependents.

Speaker speaker_2: Okay. So it's n- All right, cool. So that has to be on there and s- there's no changes can be made to that? 'Cause she said I was enrolled in this automatically or something like that?

Speaker speaker_1: Yeah. Now, you were enrolled because of the court order. We wouldn't be able to change or cancel it-

Speaker speaker_2: Right.

Speaker speaker_1: ... without a release form from the court.

Speaker speaker_2: Right. And then the other one is for me, that's mandatory, right? Or just for the benefits, right?

Speaker speaker_1: No. So everything that you're enrolled into is because of the court order, and it's for you and your dependents.

Speaker speaker_2: Right. I'm just saying period, I mean, in regards to Integrity, they give benefits automatically, right?

Speaker speaker_1: So, yes. For new hires, they will automatically enroll members into coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: But the reason why you're enrolled into both of those medical plans is because that's a requirement that the court set.

Speaker speaker_2: All right. Thanks a lot. That's why I was calling, because I d- I didn't know why it was showing both, and now I got a clear explanation of it. Now I know.

Speaker speaker_1: Okay.

Speaker speaker_2: That will be it then.

Speaker speaker_1: Um-

Speaker speaker_2: Thanks a lot.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right.