

Transcript: VICTORIA

Taylor-5454538492133376-5581569666105344

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hi, um, I'm signing on, um, with, um, my company and I was filling out the form and I noticed that, um, there was an item called behavioral health, um, but there wasn't really much details about it. Uh, I wanted to see... Th- she suggested I call in to see if I can get more information. Okay. Uh, what's the, uh, name of your staffing agency? Uh, MAU. Okay. Let's see. So I know the behavioral health benefit is going to be virtual, so it's not in person. Um, it's like online counseling and therapy to my knowledge. Okay, so like if I had to do like, you know, just like a regular therapy session or something, it would go through that versus like the health insurance? Right. So it, it's just a... It's a virtual behavioral health counseling. Okay. So you would have to use, um, you know, one of the counselors that are within that program, and it would be, uh, virtual. Okay. And then, um, I guess would there be like a co-pay after that or is it just that payment? Based off of the information I see here, there's no co-pay or fee associated with the, uh, virtual behavioral health. Okay. All right. Um, I guess that's all I had to ask. Thank you very much. You're welcome. You have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hi, um, I'm signing on, um, with, um, my company and I was filling out the form and I noticed that, um, there was an item called behavioral health, um, but there wasn't really much details about it. Uh, I wanted to see... Th- she suggested I call in to see if I can get more information.

Speaker speaker_0: Okay. Uh, what's the, uh, name of your staffing agency?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: Okay. Let's see. So I know the behavioral health benefit is going to be virtual, so it's not in person. Um, it's like online counseling and therapy to my knowledge.

Speaker speaker_1: Okay, so like if I had to do like, you know, just like a regular therapy session or something, it would go through that versus like the health insurance?

Speaker speaker_0: Right. So it, it's just a... It's a virtual behavioral health counseling.

Speaker speaker_1: Okay.

Speaker speaker_0: So you would have to use, um, you know, one of the counselors that are within that program, and it would be, uh, virtual.

Speaker speaker_1: Okay. And then, um, I guess would there be like a co-pay after that or is it just that payment?

Speaker speaker_0: Based off of the information I see here, there's no co-pay or fee associated with the, uh, virtual behavioral health.

Speaker speaker_1: Okay. All right. Um, I guess that's all I had to ask. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.