

Transcript: VICTORIA

Taylor-5541594748076032-6062047241617408

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. This is Justin Carter and, uh, I was just calling to ask some questions about the coverage you guys offer through Surge. Okay. Yeah. I was just, uh... I'm under the impression that the Telehealth, like the Stay Healthy plus the VIP package, uh, I'm under the impression that would only come out to be, uh, like... Hold up. The VIP and the Telehealth comes out to be \$36.33 a week. I just kinda wanted to make sure that's what the price was and I was gonna try to move forward with, uh, adding the coverage. Okay. Um, you said it's Surge Staffing that you're with? Yes. Okay, give me one second. Okay, so the Stay Healthy MEC TeleRx for employee only would be \$16.80, and that is a week. And then was it the VIP Standard or the VIP Classic that you're, you're looking at? Um, whatever has the PharmAvail, like the one that, uh, pretty much covers all prescription drugs, whatever one that was. So, both VIP plans come with Pharmacovail. Okay. Uh, let me, let me just look at the benefit guide real quick and I'm gonna... I'll narrow it down to which one I wanna... So, you're asking if I want the VIP Classic or the VIP just regular? What are the, what are the diff- VIP Standard or VIP Classic. Uh. So, really the only difference between the VIP Standard and the VIP Classic is basically the dollar amount that they'll pay, it looks like, towards hospitalization. Um, so on the VIP Classic they'll pay a little bit more towards, like, hospitalization benefits, it looks like. Okay. Yeah, the... And, uh, the VIP Classic is \$19.53 a month? Yes. I mean, \$19.53 a week. Yep. Yes, \$19.53 a week for employee only. And those will be... So, so for them both it's like \$36 a week? Give me one second. Yep. Okay, so \$16.80 plus \$19.53, yes, comes out to a total of \$36.33 a week. Okay. Well, uh, I'd like to move forward enrolling in those two. At least in- Okay. At least until I get hired in. And, uh, I just recently turned in my information to Medicaid. I'm not sure how long, much longer they'll cover me for, so, like, I don't know how quick this will start, but... Okay. So, once you enroll, it... enrollment can take about one to two weeks to be processed- Okay. ... through your payroll department and then coverage will start the following Monday of your first payroll deduction. All right. That'll work because I'm pretty sure Medicaid will cover me through this month mostly, so. Okay. Um, let me pull up your file. What's the last four of your Social? 2200. And, I'm sorry, your first and last name again? Justin Carter. All right. And then if you'll verify your address and date of birth. That is 147 Elm Avenue and that is 9/21/88. For the, uh, addre- address, is it Tiffin, Ohio 44883? Yes. All right. And then phone number, 230-6384? Yes. And then email is going to be r-revrainzzz@gmail.com. Correct. Okay. Give me a few seconds here. All righty. So, the... Was it the VI-... I'm sorry, I keep forgetting. Was it the VIP Standard or the VIP Classic that you were wanting? It was the Classic. Okay. So, the MEC TeleRx and the VIP Standard for employee only, again, comes out to a total of \$36.33 a week. Yes. Was there anything else you were wanting to enroll into? Nope, just the, the Telehealth and the VIP Classic. The little

more expensive, so. Okay. Yeah, so it's not necessarily the Telehealth, it's the MEC TeleRx which comes- Okay. ... with actual, um, urgent care. Okay. All right. Just wanted to make sure we're on the same page. Yeah. So, like I said earlier, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday. Okay. Um, now once the coverage is active, that is when your ID cards and policy information is made and sent to you. All right. Um, it does typically take about seven to 10 business days to get those. All right. The, um, the card for your MEC is mailed, but keep an eye on your email because the ID card for the VIP Classic will be emailed to you versus sent by mail. All right. And that's pretty much all I have for you. Uh, was there any other questions or concerns you have? Nope, no questions or concerns. I appreciate the, appreciate the help and everything working in a timely fashion. Yes, sir. All right. You have a wonderful day. You too. Thank you. 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: Hello, Victoria. This is Justin Carter and, uh, I was just calling to ask some questions about the coverage you guys offer through Surge.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. I was just, uh... I'm under the impression that the Telehealth, like the Stay Healthy plus the VIP package, uh, I'm under the impression that would only come out to be, uh, like... Hold up. The VIP and the Telehealth comes out to be \$36.33 a week. I just kinda wanted to make sure that's what the price was and I was gonna try to move forward with, uh, adding the coverage.

Speaker speaker_0: Okay. Um, you said it's Surge Staffing that you're with?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one second. Okay, so the Stay Healthy MEC TeleRx for employee only would be \$16.80, and that is a week. And then was it the VIP Standard or the VIP Classic that you're, you're looking at?

Speaker speaker_1: Um, whatever has the PharmAvail, like the one that, uh, pretty much covers all prescription drugs, whatever one that was.

Speaker speaker_0: So, both VIP plans come with Pharmacovail.

Speaker speaker_1: Okay. Uh, let me, let me just look at the benefit guide real quick and I'm gonna... I'll narrow it down to which one I wanna... So, you're asking if I want the VIP Classic or the VIP just regular? What are the, what are the diff-

Speaker speaker_0: VIP Standard or VIP Classic.

Speaker speaker_1: Uh.

Speaker speaker_0: So, really the only difference between the VIP Standard and the VIP Classic is basically the dollar amount that they'll pay, it looks like, towards hospitalization. Um, so on the VIP Classic they'll pay a little bit more towards, like, hospitalization benefits, it looks like.

Speaker speaker_1: Okay. Yeah, the... And, uh, the VIP Classic is \$19.53 a month?

Speaker speaker_0: Yes.

Speaker speaker_1: I mean, \$19.53 a week. Yep.

Speaker speaker_0: Yes, \$19.53 a week for employee only.

Speaker speaker_1: And those will be... So, so for them both it's like \$36 a week?

Speaker speaker_0: Give me one second.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so \$16.80 plus \$19.53, yes, comes out to a total of \$36.33 a week.

Speaker speaker_1: Okay. Well, uh, I'd like to move forward enrolling in those two. At least in-

Speaker speaker_0: Okay.

Speaker speaker_1: At least until I get hired in. And, uh, I just recently turned in my information to Medicaid. I'm not sure how long, much longer they'll cover me for, so, like, I don't know how quick this will start, but...

Speaker speaker_0: Okay. So, once you enroll, it... enrollment can take about one to two weeks to be processed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... through your payroll department and then coverage will start the following Monday of your first payroll deduction.

Speaker speaker_1: All right. That'll work because I'm pretty sure Medicaid will cover me through this month mostly, so.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 2200.

Speaker speaker_0: And, I'm sorry, your first and last name again?

Speaker speaker_1: Justin Carter.

Speaker speaker_0: All right. And then if you'll verify your address and date of birth.

Speaker speaker_1: That is 147 Elm Avenue and that is 9/21/88.

Speaker speaker_0: For the, uh, addre- address, is it Tiffin, Ohio 44883?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then phone number, 230-6384?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is going to be r- revrainzzz@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Give me a few seconds here. All righty. So, the... Was it the VI-... I'm sorry, I keep forgetting. Was it the VIP Standard or the VIP Classic that you were wanting?

Speaker speaker_1: It was the Classic.

Speaker speaker_0: Okay. So, the MEC TeleRx and the VIP Standard for employee only, again, comes out to a total of \$36.33 a week.

Speaker speaker_1: Yes.

Speaker speaker_0: Was there anything else you were wanting to enroll into?

Speaker speaker_1: Nope, just the, the Telehealth and the VIP Classic. The little more expensive, so.

Speaker speaker_0: Okay. Yeah, so it's not necessarily the Telehealth, it's the MEC TeleRx which comes-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with actual, um, urgent care.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Just wanted to make sure we're on the same page.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, like I said earlier, it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now once the coverage is active, that is when your ID cards and policy information is made and sent to you.

Speaker speaker_1: All right.

Speaker speaker_0: Um, it does typically take about seven to 10 business days to get those.

Speaker speaker_1: All right.

Speaker speaker_0: The, um, the card for your MEC is mailed, but keep an eye on your email because the ID card for the VIP Classic will be emailed to you versus sent by mail.

Speaker speaker_1: All right.

Speaker speaker_0: And that's pretty much all I have for you. Uh, was there any other questions or concerns you have?

Speaker speaker_1: Nope, no questions or concerns. I appreciate the, appreciate the help and everything working in a timely fashion.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.