

Transcript: VICTORIA

Taylor-6006624017104896-6071805145432064

Full Transcript

Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Hello. How are you doing? Um, I work for, uh, Surge Staffing. Uh, the, the person, uh, there, uh, told me that I need to contact this number for, uh, my benefits or to get some benefits. Okay. Um, let's see. What is the last four of your Social? 0459. Okay. And your first and last name? Terry Bephea. T-E-R-R-Y B-E-P-H-E-A. Okay, got you here. Do you mind verifying your address and date of birth? Uh, February 4th, 1994. And it should be, uh, 7320 3rd Circle, Atlanta, Georgia. It's not that one. It's... I gotcha. Um, is that- Okay. ... in Atlanta, Georgia 30349? 30349. Yes, ma'am. Okay, let's see. And then phone number is the same phone number that you're calling from? Yeah, 6783878283. All right, and then email is tweezybanks@gmail.com. You can use, um... Can you change it? Yeah, I can change it if you'd like. Great. You can do, uh, my first and last name 18@gmail.com. All right, first and last name 18@gmail.com. Okay, um, do you know exactly what you're wanting to enroll into? Uh, she sent me a screenshot of what the enrollment form looks like. Uh, I just needed the, um... Oh, I just need to put myself, uh, employee, uh, the, um... I would say the Medical Stay Healthy, M-E-C, and then the dental benefits and the vision. All right, so the M-E-C TeleRx, vision, dental for employee only? Yes, ma'am. What... C- c- do you know... What, what's the difference? I see it says Stay Healthy. I just kind of figured they'd pick a and say Stay Healthy. But, uh, what's the difference between Stay Healthy and our VIP Classic or Standard? Um, so okay. The M-E-C TeleRx StayHealthy, it's also known as StayHealthy, um, but it's the M-E-C TeleRx. This plan is specifically for your preventative care, so that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the- Okay, yeah. I th- Okay, yeah. That, that sounds about right. I mean, I figure that's why it says StayHealthy. Like, you don't really go to the doctor like that. You just need it when you go. So yeah, I'm gonna do that one. Well, like I said, it only covers your preventative services. So if you're sick and you go to the doctor, it's not going to provide coverage for that. Mm-hmm. And which one would do that, Standard or the Classic? Well, let me, let me just explain then. Okay. So going back to the StayHealthy before I go to the VIP plans. Now you do have... Under the StayHealthy, you do have a virtual urgent care option, um, but it has to be virtual. And then you also get a subscription to FreeRx, which is like a prescription plan. But the majority of the coverage- Mm-hmm. ... with the StayHealthy is just your preventative services in person. Now, the VIP plans, whether it's the Standard or the Classic, neither one of these are gonna cover your preventative services like the StayHealthy does. Mm-hmm. But they do provide coverage for the non-preventative. So if you be... If you get admitted to the hospital, if you have to go to the emergency room, urgent care or a physician's office, there's coverage for that. Uh, there's also coverage for prescriptions under both VIP plans. The only difference is the VIP Classic pays just a little bit more towards, it looks like your hospitalization benefits. Hmm. Okay. I'll, I'll just do the

StayHealthy then just for now, I guess. Okay. Um, so the StayHealthy TeleRx, dental and vision for employee only comes out to a total of \$23.12 a week. Um, so from here, it's gonna take about one to two weeks for your enrollment to be processed through your payroll department. Once you see that first deduction being made out of your check, coverage is gonna start the following Monday. Great. Um, once that coverage is active, ID cards are then made and sent to you within seven to 10 business days. And it looks like all your ID cards are gonna be mailed. You'll get one for, uh, dental and vision on this... Uh, I'm sorry, one for your medical and vision on the same card, and then you'll get a separate one- Mm-hmm. ... for dental. Okay. Yes, sir. Did you need help with anything else? No, ma'am. I appreciate that. Yes, sir. You have a wonderful day. All right. You do the same. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Vatoria. How can I help you?

Speaker speaker_1: Hello. How are you doing? Um, I work for, uh, Surge Staffing. Uh, the, the person, uh, there, uh, told me that I need to contact this number for, uh, my benefits or to get some benefits.

Speaker speaker_0: Okay. Um, let's see. What is the last four of your Social?

Speaker speaker_1: 0459.

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

Speaker speaker_1: Terry Bephea. T-E-R-R-Y B-E-P-H-E-A.

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

Speaker speaker_1: Uh, February 4th, 1994. And it should be, uh, 7320 3rd Circle, Atlanta, Georgia. It's not that one. It's...

Speaker speaker_0: I gotcha. Um, is that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in Atlanta, Georgia 30349?

Speaker speaker_1: 30349. Yes, ma'am.

Speaker speaker_0: Okay, let's see. And then phone number is the same phone number that you're calling from?

Speaker speaker_1: Yeah, 6783878283.

Speaker speaker_0: All right, and then email is tweezebanks@gmail.com.

Speaker speaker_1: You can use, um... Can you change it?

Speaker speaker_0: Yeah, I can change it if you'd like.

Speaker speaker_1: Great. You can do, uh, my first and last name 18@gmail.com.

Speaker speaker_0: All right, first and last name 18@gmail.com. Okay, um, do you know exactly what you're wanting to enroll into?

Speaker speaker_1: Uh, she sent me a screenshot of what the enrollment form looks like. Uh, I just needed the, um... Oh, I just need to put myself, uh, employee, uh, the, um... I would say the Medical Stay Healthy, M-E-C, and then the dental benefits and the vision.

Speaker speaker_0: All right, so the M-E-C TeleRx, vision, dental for employee only?

Speaker speaker_1: Yes, ma'am. What... C- c- do you know... What, what's the difference? I see it says Stay Healthy. I just kind of figured they'd pick a and say Stay Healthy. But, uh, what's the difference between Stay Healthy and our VIP Classic or Standard?

Speaker speaker_0: Um, so okay. The M-E-C TeleRx StayHealthy, it's also known as StayHealthy, um, but it's the M-E-C TeleRx. This plan is specifically for your preventative care, so that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the-

Speaker speaker_1: Okay, yeah. I th- Okay, yeah. That, that sounds about right. I mean, I figure that's why it says StayHealthy. Like, you don't really go to the doctor like that. You just need it when you go. So yeah, I'm gonna do that one.

Speaker speaker_0: Well, like I said, it only covers your preventative services. So if you're sick and you go to the doctor, it's not going to provide coverage for that.

Speaker speaker_1: Mm-hmm. And which one would do that, Standard or the Classic?

Speaker speaker_0: Well, let me, let me just explain then.

Speaker speaker_1: Okay.

Speaker speaker_0: So going back to the StayHealthy before I go to the VIP plans. Now you do have... Under the StayHealthy, you do have a virtual urgent care option, um, but it has to be virtual. And then you also get a subscription to FreeRx, which is like a prescription plan. But the majority of the coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... with the StayHealthy is just your preventative services in person. Now, the VIP plans, whether it's the Standard or the Classic, neither one of these are gonna cover your preventative services like the StayHealthy does.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But they do provide coverage for the non-preventative. So if you be... If you get admitted to the hospital, if you have to go to the emergency room, urgent care or a physician's office, there's coverage for that. Uh, there's also coverage for prescriptions under both VIP plans. The only difference is the VIP Classic pays just a little bit more towards, it

looks like your hospitalization benefits.

Speaker speaker_1: Hmm. Okay. I'll, I'll just do the StayHealthy then just for now, I guess.

Speaker speaker_0: Okay. Um, so the StayHealthy TeleRx, dental and vision for employee only comes out to a total of \$23.12 a week. Um, so from here, it's gonna take about one to two weeks for your enrollment to be processed through your payroll department. Once you see that first deduction being made out of your check, coverage is gonna start the following Monday.

Speaker speaker_1: Great.

Speaker speaker_0: Um, once that coverage is active, ID cards are then made and sent to you within seven to 10 business days. And it looks like all your ID cards are gonna be mailed. You'll get one for, uh, dental and vision on this... Uh, I'm sorry, one for your medical and vision on the same card, and then you'll get a separate one-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for dental.

Speaker speaker_1: Okay.

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

Speaker speaker_1: No, ma'am. I appreciate that.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: All right. You do the same.

Speaker speaker_0: Thank you. Bye-bye.