

Transcript: VICTORIA

Taylor-6073645677330432-5431359088017408

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Is there any way I can speak to Sarah? Um, let me see if she is available. Who am I speaking with? Wendy Roth. R-O-T-H. Okay. Give me one second. Yep. Okay. Did they at least give you something? Okay. Give me just a few seconds. I'm still checking to see if she's available. I'm going to be right back. I could... Well, I mean, I, I could ask you 'cause she was going over some... Hold on one second. Um, the Stay Healthy plan with me. Okay. And she told me about the... You can... Four times for a urgent care for 60, four times for a specialist for 50, four times I guess it's \$10 is your primary care. Okay. Let me pull up the benefits. What's the name of your, uh, the staffing agency you're with? MegaForce. Okay. Give me one second. Okay. Was it the... Was it the Stay Healthy MEC TeleRx or was it the Stay Healthy MEC Enhanced? All I got was Stay Healthy written down in my notes. Okay. And do- I'm assuming not Tele 'cause I don't want remote yet. Okay. 'Cause there's two different Stay Healthy plans, so I think you're... I think you might be talking about the Stay Healthy MEC Enhanced where there's, like, primary cares visits, specialist care and urgent care. Correct. For \$43... \$143 a week? Yes. For employee only, it would be \$42.68 a week. Right. Okay. I am sorry about that. Can I ask a question? What is your question? Sorry. Let me... I'm trying to... I'm quickly eating my lunch as we're doing this. Sorry about that. Um, my ques-... So it's four primary care visits. Is that correct? Uh, yes. Limited to four visits annually per person or ten per family annually. Okay. Um... And then the \$50 is for specialists, correct? And the 60 is for urgent care? Yes. Now, wellness is covered at 100%? Yes. So is that wellness for my primary doctor and my gynecologist? Uh, I- Even if they go two wellness visits? I would assume so. It just... On the information we have, it just shows preventative care and that would be 100% covered, so anything that's considered preventative would be 100% covered. Now, I do know that with this plan, you do have to stay in network, so you just would make sure that your- Right. Right. But the multiple, right? Correct? Yes. Uh-huh. Yeah. That's fine. Um, lab work, how is that covered? Okay. Now that might be something you want... You mi-... You may have to verify with the actual insurance company. Um, the information that I have here- Because I don't have coverage. Yeah. Okay. I understand. We can still try and get you in contact, if needed, with the carriers and see if they can answer that question for you. The information I have here shows, like, advanced study and follow-up tests which would be, like, uh, it would be... Looks like you would pay \$25 a day with a max of one day. Um, but I don't see anything specific to lab work. So I'm just not too sure. Okay. And then my other thing was going to be mammograms and labs at a outside facility, is the questions that I just had before I said yes or no to this. Um, what number do you have for me to talk to somebody about this? Or how, how is that gonna work? 'Cause they're gonna say they can't tell me nothing 'cause I don't have a policy. Yeah. So with this plan, it's a combination of two different insurance carriers. So I do

have... For one part of it, I do have two phone numbers for representatives to actually answer questions before you have an active policy. Um, and it's typically- Okay. Those are typically for the non-preventative services. Now, the preventative- Okay. ... services, um, I can give you the phone number for the carrier. Um, I don't know of any issues of them being able to answer questions before an active policy. So you- But that's not what 90 Degree- I'm sorry? And what's those numbers? So for the preventative, it's with 90 Degree Benefits. Their phone number is 800-833-4296. You wanna make sure- Got it. ... to hit option one on the prompt system. Um, any questions about the non-preventative services, I have a phone number for a representative named Alicia at American Public Life. Her phone number is 601-936-3290. If you don't get in touch with Alicia, you can also try S- uh, Sandra. Her phone number is 601-936-3287. And they're with... What's the name of that company? American Public Life. And that phone number for them is 601-936-3290 for Alicia, 601-936-3287 for Sandra. Correct. Okay. And I'm sorry, your name again was? Victoria. Awesome. Thank you so much, Victoria. I appreciate your help. You're welcome. How late are you there? 8:00 PM Eastern Time. 8:00 PM. Okay. Thank you. You're welcome. Have a good day. You too. 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: Hi, Victoria. Is there any way I can speak to Sarah?

Speaker speaker_0: Um, let me see if she is available. Who am I speaking with?

Speaker speaker_1: Wendy Roth. R-O-T-H.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Yep.

Speaker speaker_2: Okay. Did they at least give you something?

Speaker speaker_0: Okay. Give me just a few seconds. I'm still checking to see if she's available. I'm going to be right back.

Speaker speaker_1: I could... Well, I mean, I, I could ask you 'cause she was going over some... Hold on one second. Um, the Stay Healthy plan with me.

Speaker speaker_0: Okay.

Speaker speaker_1: And she told me about the... You can... Four times for a urgent care for 60, four times for a specialist for 50, four times I guess it's \$10 is your primary care.

Speaker speaker_0: Okay. Let me pull up the benefits. What's the name of your, uh, the staffing agency you're with?

Speaker speaker_1: MegaForce.

Speaker speaker_0: Okay. Give me one second. Okay. Was it the... Was it the Stay Healthy MEC TeleRx or was it the Stay Healthy MEC Enhanced?

Speaker speaker_1: All I got was Stay Healthy written down in my notes.

Speaker speaker_0: Okay. And do-

Speaker speaker_1: I'm assuming not Tele 'cause I don't want remote yet.

Speaker speaker_0: Okay. 'Cause there's two different Stay Healthy plans, so I think you're... I think you might be talking about the Stay Healthy MEC Enhanced where there's, like, primary cares visits, specialist care and urgent care.

Speaker speaker_1: Correct. For \$43... \$143 a week?

Speaker speaker_0: Yes. For employee only, it would be \$42.68 a week.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. I am sorry about that.

Speaker speaker_1: Can I ask a question? What is your question? Sorry. Let me... I'm trying to... I'm quickly eating my lunch as we're doing this. Sorry about that. Um, my ques-... So it's four primary care visits. Is that correct?

Speaker speaker_0: Uh, yes. Limited to four visits annually per person or ten per family annually.

Speaker speaker_1: Okay. Um... And then the \$50 is for specialists, correct? And the 60 is for urgent care?

Speaker speaker_0: Yes.

Speaker speaker_1: Now, wellness is covered at 100%?

Speaker speaker_0: Yes.

Speaker speaker_1: So is that wellness for my primary doctor and my gynecologist?

Speaker speaker_0: Uh, I-

Speaker speaker_1: Even if they go two wellness visits?

Speaker speaker_0: I would assume so. It just... On the information we have, it just shows preventative care and that would be 100% covered, so anything that's considered preventative would be 100% covered. Now, I do know that with this plan, you do have to stay in network, so you just would make sure that your-

Speaker speaker_1: Right. Right. But the multiple, right? Correct?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Yeah. That's fine. Um, lab work, how is that covered?

Speaker speaker_0: Okay. Now that might be something you want... You mi-... You may have to verify with the actual insurance company. Um, the information that I have here-

Speaker speaker_1: Because I don't have coverage. Yeah.

Speaker speaker_0: Okay. I understand. We can still try and get you in contact, if needed, with the carriers and see if they can answer that question for you. The information I have here shows, like, advanced study and follow-up tests which would be, like, uh, it would be... Looks like you would pay \$25 a day with a max of one day. Um, but I don't see anything specific to lab work. So I'm just not too sure.

Speaker speaker_1: Okay. And then my other thing was going to be mammograms and labs at a outside facility, is the questions that I just had before I said yes or no to this. Um, what number do you have for me to talk to somebody about this? Or how, how is that gonna work? 'Cause they're gonna say they can't tell me nothing 'cause I don't have a policy.

Speaker speaker_0: Yeah. So with this plan, it's a combination of two different insurance carriers. So I do have... For one part of it, I do have two phone numbers for representatives to actually answer questions before you have an active policy. Um, and it's typically-

Speaker speaker_1: Okay.

Speaker speaker_0: Those are typically for the non-preventative services. Now, the preventative-

Speaker speaker_1: Okay.

Speaker speaker_0: ... services, um, I can give you the phone number for the carrier. Um, I don't know of any issues of them being able to answer questions before an active policy. So you-

Speaker speaker_1: But that's not what 90 Degree-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: And what's those numbers?

Speaker speaker_0: So for the preventative, it's with 90 Degree Benefits. Their phone number is 800-833-4296. You wanna make sure-

Speaker speaker_1: Got it.

Speaker speaker_0: ... to hit option one on the prompt system. Um, any questions about the non-preventative services, I have a phone number for a representative named Alicia at American Public Life. Her phone number is 601-936-3290. If you don't get in touch with Alicia, you can also try S- uh, Sandra. Her phone number is 601-936-3287.

Speaker speaker_1: And they're with... What's the name of that company?

Speaker speaker_0: American Public Life.

Speaker speaker_1: And that phone number for them is 601-936-3290 for Alicia, 601-936-3287 for Sandra.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. And I'm sorry, your name again was?

Speaker speaker_0: Victoria.

Speaker speaker_1: Awesome. Thank you so much, Victoria. I appreciate your help.

Speaker speaker_0: You're welcome.

Speaker speaker_1: How late are you there?

Speaker speaker_0: 8:00 PM Eastern Time.

Speaker speaker_1: 8:00 PM. Okay. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye.