

Transcript: VICTORIA

Taylor-6180681025372160-6520417099235328

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, ma'am. I was calling to, um, access the, uh, card, benefit card that I just received today? Okay. You just got an ID card in the mail? Yes, ma'am. Okay, and w- and what were you needing help with? Um, it, it say here to access the call this number or either I can do, I could have went online or, um, is it, is it for to, um, access the coverage of the benefits card that I have? Okay. I guess I'm not understanding. Are you just trying to figure out what you're enrolled into? Uh, well, uh, yes, ma- yes, ma'am. I was, I was calling 'cause I received the card in the mail and it's asking me to go online or to call this number here to access the card. I'm not for sure. Well, if you have the card... Yeah. Yeah, I mean, if you have the card, you have access to it, so I'm just trying to figure out, are, do you know what you're en- Oh. ... enrolled into? Um, and, um, that besides the, the job, is this like a member card here? 'Cause I, they have a group on here with a member and a ID. How do you- Well, this is for medical insurance. Oh, this for medical? Mm-hmm. Oh, okay. Oh, okay. Is this before the coverage? Y- yes. If you received an ID card in the mail, that, that indicates you're enrolled into some type of medical plan. Oh, oh, okay, okay. That's understandable. Is it certain, um, doctor or location office you have to go to if, you know, I'm having any type of medical issue? It should say it on there, on the card. Um, if it's just medical, then MultiPlan would be the name of the network you have to stay within. Oh, oh, okay. Okay, okay. Okay. I guess, I guess that's all. I was just checking. Okay. Okay. Thank you. Did you need help with anything else? Um, no, no, ma'am. I was just making sure, just calling the number just to make sure what, you know, what type of, um, benefit card this was. Okay. I mean, I know we work for multiple staffing agencies, um, and it really just depends on what you're enrolled into specifically. Did you request coverage or... I, I know some of the employers automatically roll them in, uh, new hires into coverage. Oh, oh, okay. Yes, I, um, I'm with the temp service and, um, I, I been with, um, them since, uh, January. So this card had just came in the mail, so this is my first time. I didn't know how it worked. What's the name of the agency you're working through? Uh, it's the, uh, Strug. Struck. Um, that's un-... Is it Surge? I mean Surge, yes, ma'am. Okay. So I know with Surge specifically, they automatically enroll, uh, new hires into one of the medical plans that they offer. Um, it's the MEC TeleRx, which is basically, um, a preventative medical plan, so it covers things like yearly physicals, vaccinations, um, and preventative screenings at 100%. You do have to stay within the MultiPlan network, so you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider. Um, now that plan does also come with a virtual urgent care benefit and then it also comes with FreeRx, which is like a prescription plan. Uh, the majority of the medications that are covered by FreeRx are free. If it's not free, it would be discounted. Oh, okay. Mm-hmm. Oh, okay. Well, I thank you for your help. Yes, ma'am. You have a wonderful night. Yes, ma'am. You too.

Thank you. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Um, yes, ma'am. I was calling to, um, access the, uh, card, benefit card that I just received today?

Speaker speaker_0: Okay. You just got an ID card in the mail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and w- and what were you needing help with?

Speaker speaker_1: Um, it, it say here to access the call this number or either I can do, I could have went online or, um, is it, is it for to, um, access the coverage of the benefits card that I have?

Speaker speaker_0: Okay. I guess I'm not understanding. Are you just trying to figure out what you're enrolled into?

Speaker speaker_1: Uh, well, uh, yes, ma- yes, ma'am. I was, I was calling 'cause I received the card in the mail and it's asking me to go online or to call this number here to access the card. I'm not for sure.

Speaker speaker_0: Well, if you have the card...

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, I mean, if you have the card, you have access to it, so I'm just trying to figure out, are, do you know what you're en-

Speaker speaker_1: Oh.

Speaker speaker_0: ... enrolled into?

Speaker speaker_1: Um, and, um, that besides the, the job, is this like a member card here? 'Cause I, they have a group on here with a member and a ID. How do you-

Speaker speaker_0: Well, this is for medical insurance.

Speaker speaker_1: Oh, this for medical?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. Oh, okay. Is this before the coverage?

Speaker speaker_0: Y- yes. If you received an ID card in the mail, that, that indicates you're enrolled into some type of medical plan.

Speaker speaker_1: Oh, oh, okay, okay. That's understandable. Is it certain, um, doctor or location office you have to go to if, you know, I'm having any type of medical issue?

Speaker speaker_0: It should say it on there, on the card. Um, if it's just medical, then MultiPlan would be the name of the network you have to stay within.

Speaker speaker_1: Oh, oh, okay. Okay, okay. Okay. I guess, I guess that's all. I was just checking.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: Um, no, no, ma'am. I was just making sure, just calling the number just to make sure what, you know, what type of, um, benefit card this was.

Speaker speaker_0: Okay. I mean, I know we work for multiple staffing agencies, um, and it really just depends on what you're enrolled into specifically. Did you request coverage or... I, I know some of the employers automatically roll them in, uh, new hires into coverage.

Speaker speaker_1: Oh, oh, okay. Yes, I, um, I'm with the temp service and, um, I, I been with, um, them since, uh, January. So this card had just came in the mail, so this is my first time. I didn't know how it worked.

Speaker speaker_0: What's the name of the agency you're working through?

Speaker speaker_1: Uh, it's the, uh, Strug.

Speaker speaker_0: Struck. Um, that's un-... Is it Surge?

Speaker speaker_1: I mean Surge, yes, ma'am.

Speaker speaker_0: Okay. So I know with Surge specifically, they automatically enroll, uh, new hires into one of the medical plans that they offer. Um, it's the MEC TeleRx, which is basically, um, a preventative medical plan, so it covers things like yearly physicals, vaccinations, um, and preventative screenings at 100%. You do have to stay within the MultiPlan network, so you can either go onto multiplan.com or you can call MultiPlan and they can help you find a provider. Um, now that plan does also come with a virtual urgent care benefit and then it also comes with FreeRx, which is like a prescription plan. Uh, the majority of the medications that are covered by FreeRx are free. If it's not free, it would be discounted.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. Well, I thank you for your help.

Speaker speaker_0: Yes, ma'am. You have a wonderful night.

Speaker speaker_1: Yes, ma'am. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Thank you.