

Transcript: VICTORIA

Taylor-6192115348848640-4954924584976384

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, ma'am. I was just calling to try to get some information about my insurance card or whatever it is I'm supposed to be getting. Um, I, I started work with MAU back on the 14th of April, and they, apparently they use this company. And I, I know I'm getting billed on my checks still but I have not received any like insurance card or anything. Okay. Um, what's the last four of your Social? Three, five, nine, four. And your first and last name? Uh, first name is Steven with a V. Last name is Bergeron, B-E-R-G-E-R-O-N. Okay. Do you mind verifying your address and date of birth? 127 Slatebird Circle, Piedmont, South Carolina. Birth is 4/20/1977. Phone number 864-404-7854? Correct. And then email is first initial, last name, 025 at yahoo.com? Yes, ma'am. Okay. Let's see. So it looks like your coverage just became active this Monday, so you should be getting a copy of the ID card in the mail soon. It typically takes about seven to 10 business days to get those in the mail, and I can email you a, uh, digital copy that you can use in the meantime. Okay. Um, they, they really didn't give me much of anything as far as, uh, like a booklet they gave me but it didn't really describe anything about like what, what plans cover what. So I... Is there any way to know, like... I know I'm gonna... I believe I'm well aware of the basics, um, but is there any way to know, like, what type of copays and coverage and stuff for med- for medications? W- Okay. So, I mean, I can send you a copy of the benefits guide to your email but the plan that you have is basically the MEC, um, Stay Healthy, and that plan just covers your preventative services. Um, so that's like your like physicals, vaccinations and preventative screenings. Um, and it does cover that at 100% so there's no copay or deductible. You just have to make sure to stay within the network. Okay. And I'll also include instructions in this email on how you can, uh, find a, a in network-in-network provider. Okay. And, um, I would assume that there's the ability to, uh, upgrade to a, something that has, uh, like medication coverage? Um, so let's see. Like I said, they, they weren't very clear with all that. Uh, the, the booklet didn't really explain too much in detail, like, you know- Yeah, so... ... what comes with what, so. Okay. What I'm gonna send to you is the benefits guide and it will lay out everything for you. It goes over all the plans, what they cover, how much they cost. So you can look over that and decide if there is a better plan for you. Um, now as far as, like, making changes, it looks like you have until the 23rd of May to make any final changes to your enrollment. Okay. And, uh, when, if I make those changes out, do I contact you guys to do that, or get online, or do I let MAU know? Um, really you can do it all three, but I would just say the best option would probably be just to call us back and we can do it over the phone. Um, now, I will say, any type of change that you make, it's kind of the same process for enrollment, it is not immediate. It takes about one to two weeks for those changes to be processed through your payroll department, and then the coverage would start the following Monday, uh, the first payroll deduction for the new enrollment that you do. Right.

Okay. Okay. Well, that's, uh, that's what I was calling to find out about. All right. Um, so I just sent your ID card, um, the benefits guide as well to your email, and then some instructions in the body of the email on how to find in-network providers. And then if you do wanna make changes, just make sure to give us a call back before the, uh, 23rd of May. All right. Sounds good. All righty. Did you need help with anything else? No, ma'am. That'll be all. All righty. You have a wonderful day. Thank you. You too. Bye-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: Uh, yes, ma'am. I was just calling to try to get some information about my insurance card or whatever it is I'm supposed to be getting. Um, I, I started work with MAU back on the 14th of April, and they, apparently they use this company. And I, I know I'm getting billed on my checks still but I have not received any like insurance card or anything.

Speaker speaker_0: Okay. Um, what's the last four of your Social?

Speaker speaker_1: Three, five, nine, four.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, first name is Steven with a V. Last name is Bergeron, B-E-R-G-E-R-O-N.

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

Speaker speaker_1: 127 Slatebird Circle, Piedmont, South Carolina. Birth is 4/20/1977.

Speaker speaker_0: Phone number 864-404-7854?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is first initial, last name, 025 at yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Let's see. So it looks like your coverage just became active this Monday, so you should be getting a copy of the ID card in the mail soon. It typically takes about seven to 10 business days to get those in the mail, and I can email you a, uh, digital copy that you can use in the meantime.

Speaker speaker_1: Okay. Um, they, they really didn't give me much of anything as far as, uh, like a booklet they gave me but it didn't really describe anything about like what, what plans cover what. So I... Is there any way to know, like... I know I'm gonna... I believe I'm well aware of the basics, um, but is there any way to know, like, what type of copays and coverage and stuff for med- for medications? W-

Speaker speaker_0: Okay. So, I mean, I can send you a copy of the benefits guide to your email but the plan that you have is basically the MEC, um, Stay Healthy, and that plan just covers your preventative services. Um, so that's like your like physicals, vaccinations and preventative screenings. Um, and it does cover that at 100% so there's no copay or deductible. You just have to make sure to stay within the network.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll also include instructions in this email on how you can, uh, find a, a in network- in-network provider.

Speaker speaker_1: Okay. And, um, I would assume that there's the ability to, uh, upgrade to a, something that has, uh, like medication coverage?

Speaker speaker_0: Um, so let's see.

Speaker speaker_1: Like I said, they, they weren't very clear with all that. Uh, the, the booklet didn't really explain too much in detail, like, you know-

Speaker speaker_0: Yeah, so...

Speaker speaker_1: ... what comes with what, so.

Speaker speaker_0: Okay. What I'm gonna send to you is the benefits guide and it will lay out everything for you. It goes over all the plans, what they cover, how much they cost. So you can look over that and decide if there is a better plan for you. Um, now as far as, like, making changes, it looks like you have until the 23rd of May to make any final changes to your enrollment.

Speaker speaker_1: Okay. And, uh, when, if I make those changes out, do I contact you guys to do that, or get online, or do I let MAU know?

Speaker speaker_0: Um, really you can do it all three, but I would just say the best option would probably be just to call us back and we can do it over the phone. Um, now, I will say, any type of change that you make, it's kind of the same process for enrollment, it is not immediate. It takes about one to two weeks for those changes to be processed through your payroll department, and then the coverage would start the following Monday, uh, the first payroll deduction for the new enrollment that you do.

Speaker speaker_1: Right. Okay. Okay. Well, that's, uh, that's what I was calling to find out about.

Speaker speaker_0: All right. Um, so I just sent your ID card, um, the benefits guide as well to your email, and then some instructions in the body of the email on how to find in-network providers. And then if you do wanna make changes, just make sure to give us a call back before the, uh, 23rd of May.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: All righty. Did you need help with anything else?

Speaker speaker_1: No, ma'am. That'll be all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.