

Transcript: VICTORIA

Taylor-6295152024666112-6131908700061696

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, I'm calling about my benefits. Okay. What's the name of the agency you're with? Um, MAU. And the last four of your Social? 4746. And your first and last name? Antonio Lindsay. Okay. Do you mind verifying your address and date of birth? Um, address 1700 Park PL, LaGrange, Georgia 10004. 30240. And, um, my date of birth, 12/23/04. Phone number is 762-308-9240? Yes. And then email is 1KTON- uh, tonio@gmail.com? Yes. Okay. How can I help you? Uh, I was just calling to see, do... First of all, what plan do I have? Like what all is included with the plan I have? Well, you're enrolled into multiple things. Um, you have the EnsurePlus Basics medical plan, um, which is basically a hospital indemnity plan. It, you know, helps provide the expenses due to, um, you know, being admitted to the hospital, having to go to the emergency room, urgent care, um, or a regular physician's office. You also have dental, short-term disability, term life, vision, critical illness, group accident. You have the MEC standalone, which is for your preventative medical. So that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. You have the behavioral health benefit and you have the ID experts, which is like an anti-fraud policy, so it helps protect your information online. So I do have dental? Yes, you do have dental. So when I go to the, uh, dentist, whatever, what do y'all provide me with? 'Cause on the card I have, it only says provider's vision, um, medical, pharmacy and vision. Does it say MultiPlan and Elixir on it anywhere? MultiPlan? Yeah, MultiPlan- You- ... Elixir. They have MultiPlan under Medical. Okay. But do you see the word Elixir, E-L-I-X-I-R, anywhere on that ID card? Mm. Matter of fact, let me just do this. I'm gonna look up all of your ID cards and I'm just gonna send them to your email address. Okay. And I'll label each one so you know which one they are. Okay. That'd be perfect. Thank you. Give me just a few seconds and I'll be right back. Okay. All right. Thank you so much for holding. So I just sent those to your email. Oh, o-okay. Thank you. You're welcome. Do you need help with anything else? Uh, no, ma'am. All righty. Well, you have a wonderful day. You too. Thank you. Mm, 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: Um, yes, I'm calling about my benefits.

Speaker speaker_0: Okay. What's the name of the agency you're with?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4746.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Antonio Lindsay.

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

Speaker speaker_1: Um, address 1700 Park PL, LaGrange, Georgia 10004. 30240. And, um, my date of birth, 12/23/04.

Speaker speaker_0: Phone number is 762-308-9240?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is 1KTon- uh, tonio@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Uh, I was just calling to see, do... First of all, what plan do I have? Like what all is includes with the plan I have?

Speaker speaker_0: Well, you're enrolled into multiple things. Um, you have the EnsurePlus Basics medical plan, um, which is basically a hospital indemnity plan. It, you know, helps provide the expenses due to, um, you know, being admitted to the hospital, having to go to the emergency room, urgent care, um, or a regular physician's office. You also have dental, short-term disability, term life, vision, critical illness, group accident. You have the MEC standalone, which is for your preventative medical. So that covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. You have the behavioral health benefit and you have the ID experts, which is like an anti-fraud policy, so it helps protect your information online.

Speaker speaker_1: So I do have dental?

Speaker speaker_0: Yes, you do have dental.

Speaker speaker_1: So when I go to the, uh, dentist, whatever, what do y'all provide me with? 'Cause on the card I have, it only says provider's vision, um, medical, pharmacy and vision.

Speaker speaker_0: Does it say MultiPlan and Elixir on it anywhere?

Speaker speaker_1: MultiPlan?

Speaker speaker_0: Yeah, MultiPlan-

Speaker speaker_1: You-

Speaker speaker_0: ... Elixir.

Speaker speaker_1: They have MultiPlan under Medical.

Speaker speaker_0: Okay. But do you see the word Elixir, E-L-I-X-I-R, anywhere on that ID card?

Speaker speaker_1: Mm.

Speaker speaker_0: Matter of fact, let me just do this. I'm gonna look up all of your ID cards and I'm just gonna send them to your email address.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll label each one so you know which one they are.

Speaker speaker_1: Okay. That'd be perfect. Thank you.

Speaker speaker_0: Give me just a few seconds and I'll be right back.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Thank you so much for holding. So I just sent those to your email.

Speaker speaker_3: Oh, o- okay. Thank you.

Speaker speaker_2: You're welcome. Do you need help with anything else?

Speaker speaker_3: Uh, no, ma'am.

Speaker speaker_2: All righty. Well, you have a wonderful day.

Speaker speaker_3: You too.

Speaker speaker_2: Thank you. Mm, bye-bye.

Speaker speaker_3: Bye.