

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hello. I am calling to figure out how to add my dental insurance to Benefits in a Card. I went online and I selected it, but it won't add it to the total. Okay. What, um, what staffing company do you work with, ma'am? American Staff Corp. And the last four of your Social? 5725. And your first and last name? Baylee McMillan. B-A-Y-L-E-E. McMillan is M-C-M-I-L-L-A-N. Thank you, Ms. McMillan. Could you verify your address and date of birth for me? It is 6815 South Dogwood Place, or it's... It's either that one or 1137 South Sequoia Drive, and my date of birth is 07/22/2006. Okay. Um, it is South Dogwood Place, but I need the rest of the address as well. I need the city, state and zip code, too. Oh, uh, Broken Arrow, 74011. Thank you. You're welcome. And then we have a phone number on file of 710-0663? Yep, that's me. Okay. One moment. And you just want to add dental to your existing coverage? Yes, please. All right. Is that for just yourself? Are you covering anyone else? Nope, it's just me. All right. That brings your total weekly deductions to \$20.48. Do you authorize, um, American Staff Corp to make these deductions? Yes, and then also, I was gonna ask, for the healthcare that is selected, what is the copay for if, like, I go to, like, urgent care or anything, like a doctor's office? Um, you have no coverage for those kinds of visits. The medical plan that you have is for preventative care services only, so it's good for things like physicals, vaccines, cancer screenings and things like that. But treatment visits, like if you're sick or injured or anything like that, are not covered by that plan. Okay. What plan covers that and what is the price of that plan? Um, any of the other medical policies available would cover that ki- those kinds of services. So, the VIP Classic, VIP Plus, VIP Excel, and Stay Healthy Enhanced, all four of those cover that. Um- Okay. ... where they differ, all three VIP plans cover, um, they cover only the treatment services. So, if you do those instead, you would lose the preventative care s- uh, services you have. Um, or you can upgrade the plan that you have to the Stay Healthy Enhanced which would just add those per- those other services on, while keeping the preventative care as well. Okay. And how much would that be? If you were to do that, um, Stay Healthy Enhanced for just yourself is \$43.83 a week. If you do that plus dental, um, it'd be \$47.46 a week. Okay. For right now, let's just add the dental to mine. Um, er, what is, what is the price for just the, like, urgent care? 'Cause honestly that's the only time I ever have to go to the doctor is if, like, just like if I have a cold or something like that. Um, let's see here. That would be... Uh, so that would be either the VIP Classic, VIP Plus, or VIP Excel. Those all would cover urgent care type benefits. Um, h- the difference between them, um, VIP Classic- What is the other Classic? Yeah, VIP Classic would cover \$50 towards an urgent care visit, whereas both Plus and Excel would cover, uh, \$100 towards urgent care. Classic is \$19.57 a week, Plus is \$31.61 a week, and Excel is \$44.54 a week. Okay. So, what if I did the Classic with the dental? How much- Uh, that's- ... would that total?

... \$23.20 per week. Okay. Let's go ahead and do that, if you can do that for me. Okay. Yeah, we can get that done for you. Just be aware that open enrollment, uh, will go into effect no sooner than January 6th. So, um, so you'll see the deductions change around to that \$23.20, uh, about a week or so before that. Okay. Plans will become effective January 6th and you'll receive new ID cards about a week or two after that. Okay. Please be aware that, um, these plans fall under the same restriction as the plan that you're currently enrolled into, um, Section 125. Effectively, you're only allowed to make changes during open enrollment. Once open enrollment ends, you're locked into these plans until open enrollment again next year or you have a qualifying life event, typically something like getting insurance from another insurance company. Okay? Okay. Sounds good. And then, whenever that insurance card comes, it got sent to my dad last time. Will it go to the address on file, the Dogwood in the Broken Arrow one? Yes. Yes, it'll go to what's on file. Okay. Awesome. I just wanted to make sure. Okay. Sounds good. All right. Anything else? Nope, I think that's good. Thank you. You're welcome. Thanks for calling and have a good day. Yes, you too. Bye now. Mm. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hello. I am calling to figure out how to add my dental insurance to Benefits in a Card. I went online and I selected it, but it won't add it to the total.

Speaker speaker_1: Okay. What, um, what staffing company do you work with, ma'am?

Speaker speaker_2: American Staff Corp.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5725.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Baylee McMillan. B-A-Y-L-E-E. McMillan is M-C-M-I-L-L-A-N.

Speaker speaker_1: Thank you, Ms. McMillan. Could you verify your address and date of birth for me?

Speaker speaker_2: It is 6815 South Dogwood Place, or it's... It's either that one or 1137 South Sequoia Drive, and my date of birth is 07/22/2006.

Speaker speaker_1: Okay. Um, it is South Dogwood Place, but I need the rest of the address as well. I need the city, state and zip code, too.

Speaker speaker_2: Oh, uh, Broken Arrow, 74011.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: And then we have a phone number on file of 710-0663?

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: Okay. One moment. And you just want to add dental to your existing coverage?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. Is that for just yourself? Are you covering anyone else?

Speaker speaker_2: Nope, it's just me.

Speaker speaker_1: All right. That brings your total weekly deductions to \$20.48. Do you authorize, um, American Staff Corp to make these deductions?

Speaker speaker_2: Yes, and then also, I was gonna ask, for the healthcare that is selected, what is the copay for if, like, I go to, like, urgent care or anything, like a doctor's office?

Speaker speaker_1: Um, you have no coverage for those kinds of visits. The medical plan that you have is for preventative care services only, so it's good for things like physicals, vaccines, cancer screenings and things like that. But treatment visits, like if you're sick or injured or anything like that, are not covered by that plan.

Speaker speaker_2: Okay. What plan covers that and what is the price of that plan?

Speaker speaker_1: Um, any of the other medical policies available would cover that ki- those kinds of services. So, the VIP Classic, VIP Plus, VIP Excel, and Stay Healthy Enhanced, all four of those cover that. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... where they differ, all three VIP plans cover, um, they cover only the treatment services. So, if you do those instead, you would lose the preventative care s- uh, services you have. Um, or you can upgrade the plan that you have to the Stay Healthy Enhanced which would just add those per- those other services on, while keeping the preventative care as well.

Speaker speaker_2: Okay. And how much would that be?

Speaker speaker_1: If you were to do that, um, Stay Healthy Enhanced for just yourself is \$43.83 a week. If you do that plus dental, um, it'd be \$47.46 a week.

Speaker speaker_2: Okay. For right now, let's just add the dental to mine. Um, er, what is, what is the price for just the, like, urgent care? 'Cause honestly that's the only time I ever have to go to the doctor is if, like, just like if I have a cold or something like that.

Speaker speaker_1: Um, let's see here. That would be... Uh, so that would be either the VIP Classic, VIP Plus, or VIP Excel. Those all would cover urgent care type benefits. Um, h- the difference between them, um, VIP Classic-

Speaker speaker_2: What is the other Classic?

Speaker speaker_1: Yeah, VIP Classic would cover \$50 towards an urgent care visit, whereas both Plus and Excel would cover, uh, \$100 towards urgent care. Classic is \$19.57 a week, Plus is \$31.61 a week, and Excel is \$44.54 a week.

Speaker speaker_2: Okay. So, what if I did the Classic with the dental? How much-

Speaker speaker_1: Uh, that's-

Speaker speaker_2: ... would that total?

Speaker speaker_1: ... \$23.20 per week.

Speaker speaker_2: Okay. Let's go ahead and do that, if you can do that for me.

Speaker speaker_1: Okay. Yeah, we can get that done for you. Just be aware that open enrollment, uh, will go into effect no sooner than January 6th. So, um, so you'll see the deductions change around to that \$23.20, uh, about a week or so before that.

Speaker speaker_2: Okay.

Speaker speaker_1: Plans will become effective January 6th and you'll receive new ID cards about a week or two after that.

Speaker speaker_2: Okay.

Speaker speaker_1: Please be aware that, um, these plans fall under the same restriction as the plan that you're currently enrolled into, um, Section 125. Effectively, you're only allowed to make changes during open enrollment. Once open enrollment ends, you're locked into these plans until open enrollment again next year or you have a qualifying life event, typically something like getting insurance from another insurance company. Okay?

Speaker speaker_2: Okay. Sounds good. And then, whenever that insurance card comes, it got sent to my dad last time. Will it go to the address on file, the Dogwood in the Broken Arrow one?

Speaker speaker_1: Yes. Yes, it'll go to what's on file.

Speaker speaker_2: Okay. Awesome. I just wanted to make sure. Okay. Sounds good.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Nope, I think that's good. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: Yes, you too.

Speaker speaker_1: Bye now.

Speaker speaker_2: Mm. Bye.