

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? Hey, Chris. It's Tracy with APL. How are you doing today? I'm doing all right, Tracy. How about yourself? Oh, I'm fine, thank you. So I have a member who works with BG Staffing or Instaff. The last name is A-M-U-Z-I-E. Okay. Last four for her social is 4628. Okay. And she's just wanting to find out, um, she had called us to see if laboratory testing was covered by the plan she has with APL and it isn't. So she was wanting to find about other options that could also be available to her for coverage. Okay. Yeah. I can- All right. I can go ahead and speak with her then. Perfect. Okay, well thank you so much, Chris. Have a nice evening. You as well. Thank you. Bye-bye. Bye. Hello, Miss Amuzie? Yes. Hi, this is Chris with Benefits in a Card. I understand from the, uh, representative over at APL that you're looking to see if you can make any changes to your insurance policy? Yeah, 'cause currently what I have doesn't cover anything. It, it doesn't cover anything that I actually need. Okay. Um, taking a look here at your file, currently, uh, the only thing you're eligible to do i- would be to remove the pl- uh, any insurance plans that you're currently enrolled into. But you're no longer eligible to add any further plans unless you would have had a qualifying life event, uh, something like losing insurance from another company in the last 30 days. Okay. And just for my knowledge, what would have been the one to sign up for? Because for every pay s- um, a pay stub, weekly pay stub, I think it's 29 and something that goes out. So in a month, you, you know, it's... How much? Hold on. 29. 29.41 times... So about 117.64 goes out of my paycheck and nothing- Okay. So- I'm not, okay there's no coverage for nothing. So from what it, so from what it sounds like there was a specific, uh, service that you needed that was not covered by the VI, the VIP Classic Plan. Uh, that plan does cover other medical procedures other than- Like, it may just not cover the one that you were looking for. Um, the other plan available from BG Staffing is called the Stay Healthy, uh, Tell RX Plan which is more along the lines of coverage for things like physicals, vaccinations, screenings, um, things like that. Um, so just, but just because it d- it may not cover something that, that, like a specific service, doesn't mean it covers nothing. Uh, the company that you were speaking with and that transferred you over to us would be able to provide better understanding of what it does cover, um, just becau- because it's their policy. Uh, but yeah, so that's kind of where it stands right now. Um, but unfortunately at the time you're, at this time you're not eligible to, uh, to make that change. You would have to wait until, uh, open enrollment, which BG typically holds theirs in August. So you'd have to wait until August of next year or you'd have to have a qualifying life event. Like I said, something like losing insurance from another insurance company. Mm-hmm. Yeah, that's fine. Um, um, okay. So, um, okay. So they would be the ones to tell me if whatever policy I have right now would cover blood work or if I were to go to a lab or something, even though I ordered- Yeah,

so it- ... blood work. Yeah. Yeah. If, if, uh, so- Okay. The, the people that you were transferred from, they're the ones that, that actually administer the policy itself. They're the actual insurance company. Uh, they're the ones that would have the most up-to-date information on what your- Okay. ... plan does or does not cover. Now if they state that it doesn't cover whatever it, it, it, it may need, or it may be that you need, um, unfortunately there's nothing that we could do about that because all we do is enroll you into the plan. They're the actual carrier. Okay. Um, okay. I'm gonna have to cancel 'cause there's no point paying anything. But let me just let somebody know and then I'll call back and just cancel the whole thing 'cause there's no point in me just paying if I'm not going to, um, be able to use it. It's, this is not, I don't know, I've never used this before. It's just, it's too limited for, for me. I don't know. I just, hopefully I'll become a permanent employee and just get out from under this, this thing. I don't know. But anyway, um, yeah, uh, okay. Let me just do what I have to do and then if I have to cancel I'll call you back. O- All right, ma'am. Thank you again for calling and have a good day. Thanks. You too. Bye. Bye now.

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: Hey, Chris. It's Tracy with APL. How are you doing today?

Speaker speaker_1: I'm doing all right, Tracy. How about yourself?

Speaker speaker_2: Oh, I'm fine, thank you. So I have a member who works with BG Staffing or Instaff. The last name is A-M-U-Z-I-E.

Speaker speaker_1: Okay.

Speaker speaker_2: Last four for her social is 4628.

Speaker speaker_1: Okay.

Speaker speaker_2: And she's just wanting to find out, um, she had called us to see if laboratory testing was covered by the plan she has with APL and it isn't. So she was wanting to find about other options that could also be available to her for coverage.

Speaker speaker_1: Okay. Yeah. I can-

Speaker speaker_2: All right.

Speaker speaker_1: I can go ahead and speak with her then.

Speaker speaker_2: Perfect. Okay, well thank you so much, Chris. Have a nice evening.

Speaker speaker_1: You as well.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye. Hello, Miss Amuzie?

Speaker speaker_3: Yes.

Speaker speaker_1: Hi, this is Chris with Benefits in a Card. I understand from the, uh, representative over at APL that you're looking to see if you can make any changes to your insurance policy?

Speaker speaker_3: Yeah, 'cause currently what I have doesn't cover anything. It, it doesn't cover anything that I actually need.

Speaker speaker_1: Okay. Um, taking a look here at your file, currently, uh, the only thing you're eligible to do i- would be to remove the pl- uh, any insurance plans that you're currently enrolled into. But you're no longer eligible to add any further plans unless you would have had a qualifying life event, uh, something like losing insurance from another company in the last 30 days.

Speaker speaker_3: Okay. And just for my knowledge, what would have been the one to sign up for? Because for every pay s- um, a pay stub, weekly pay stub, I think it's 29 and something that goes out. So in a month, you, you know, it's... How much? Hold on. 29. 29.41 times... So about 117.64 goes out of my paycheck and nothing-

Speaker speaker_1: Okay. So-

Speaker speaker_3: I'm not, okay there's no coverage for nothing.

Speaker speaker_1: So from what it, so from what it sounds like there was a specific, uh, service that you needed that was not covered by the VI, the VIP Classic Plan. Uh, that plan does cover other medical procedures other than- Like, it may just not cover the one that you were looking for. Um, the other plan available from BG Staffing is called the Stay Healthy, uh, Tell RX Plan which is more along the lines of coverage for things like physicals, vaccinations, screenings, um, things like that. Um, so just, but just because it d- it may not cover something that, that, like a specific service, doesn't mean it covers nothing. Uh, the company that you were speaking with and that transferred you over to us would be able to provide better understanding of what it does cover, um, just becau- because it's their policy. Uh, but yeah, so that's kind of where it stands right now. Um, but unfortunately at the time you're, at this time you're not eligible to, uh, to make that change. You would have to wait until, uh, open enrollment, which BG typically holds theirs in August. So you'd have to wait until August of next year or you'd have to have a qualifying life event. Like I said, something like losing insurance from another insurance company.

Speaker speaker_3: Mm-hmm. Yeah, that's fine. Um, um, okay. So, um, okay. So they would be the ones to tell me if whatever policy I have right now would cover blood work or if I were to go to a lab or something, even though I ordered-

Speaker speaker_1: Yeah, so it-

Speaker speaker_3: ... blood work. Yeah.

Speaker speaker_1: Yeah. If, if, uh, so-

Speaker speaker_3: Okay.

Speaker speaker_1: The, the people that you were transferred from, they're the ones that, that actually administer the policy itself. They're the actual insurance company. Uh, they're the ones that would have the most up-to-date information on what your-

Speaker speaker_3: Okay.

Speaker speaker_1: ... plan does or does not cover. Now if they state that it doesn't cover whatever it, it, it, it may need, or it may be that you need, um, unfortunately there's nothing that we could do about that because all we do is enroll you into the plan. They're the actual carrier.

Speaker speaker_3: Okay. Um, okay. I'm gonna have to cancel 'cause there's no point paying anything. But let me just let somebody know and then I'll call back and just cancel the whole thing 'cause there's no point in me just paying if I'm not going to, um, be able to use it. It's, this is not, I don't know, I've never used this before. It's just, it's too limited for, for me. I don't know. I just, hopefully I'll become a permanent employee and just get out from under this, this thing. I don't know. But anyway, um, yeah, uh, okay. Let me just do what I have to do and then if I have to cancel I'll call you back.

Speaker speaker_1: O- All right, ma'am. Thank you again for calling and have a good day.

Speaker speaker_3: Thanks. You too. Bye.

Speaker speaker_1: Bye now.