

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, um, I am starting a new, uh, p- role, uh, and they're offering insurance through this and I just had a couple questions about it. Okay. Um, what staffing agency is it? Creative Circle. And then what are the last four of your social? Um, it's actually for my sister so I don't know her social. Oh, okay. Um- Will she- I can... So I can get you general information, but I do need to speak to your sister. Um- Okay. ... she would have to give me permission for me to give any other information for- I'll just... Okay. ... for security reasons. Okay. All right, I'll, um, I'll talk to her. Okay. Um, overall, is it... Are you guys, like, administrated through, like, a certain, like, insurance company? So we're the healthcare administrators for different staffing agencies. Depending on the plan, medical plan, that she selects depends on who's her carrier, because there is different plans to choose from. Okay, so, like, could her carrier be, like, one of the main insurance companies, like Blue Cross or UABH- No. ... Care? Okay. No, ma'am. Um, it's not a major medical plan. So how does... Like, how did she know if, like, what, um, places accept her insurance? Yeah. She would have to call the multi-plan and we would provide that information to her. Okay. Do a lot of places, um, are they in network with this type of plan? So, like I said, it just depends on the plan that she chooses, because some plans require her to stay within the network and some of them don't. Okay. So it just depends. And is this just preventive care, or, like, could she go... Like, like, if she has regular, like, dermatology appointments would they cover that, or does it depend on the plan? It depends on the plan, and that's something she would talk to the carrier regarding. But like I said, that, all that information depends on what she selects. Okay, and there's multiple plans to choose from? Correct. Mm-hmm. Okay. Okay. Yeah, I'll have her just call you guys. Okay, that's fine. Okay. Thank you. We're open from 8:00 AM up until 8:00 PM Eastern Time. Okay. All right, thank you for your help. You're welcome. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, um, I am starting a new, uh, p- role, uh, and they're offering insurance through this and I just had a couple questions about it.

Speaker speaker_0: Okay. Um, what staffing agency is it?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: Um, it's actually for my sister so I don't know her social.

Speaker speaker_0: Oh, okay. Um-

Speaker speaker_1: Will she-

Speaker speaker_0: I can... So I can get you general information, but I do need to speak to your sister. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... she would have to give me permission for me to give any other information for-

Speaker speaker_1: I'll just... Okay.

Speaker speaker_0: ... for security reasons.

Speaker speaker_1: Okay. All right, I'll, um, I'll talk to her.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, overall, is it... Are you guys, like, administrated through, like, a certain, like, insurance company?

Speaker speaker_0: So we're the healthcare administrators for different staffing agencies. Depending on the plan, medical plan, that she selects depends on who's her carrier, because there is different plans to choose from.

Speaker speaker_1: Okay, so, like, could her carrier be, like, one of the main insurance companies, like Blue Cross or UABH-

Speaker speaker_0: No.

Speaker speaker_1: ... Care? Okay.

Speaker speaker_0: No, ma'am. Um, it's not a major medical plan.

Speaker speaker_1: So how does... Like, how did she know if, like, what, um, places accept her insurance? Yeah.

Speaker speaker_0: She would have to call the multi-plan and we would provide that information to her.

Speaker speaker_1: Okay. Do a lot of places, um, are they in network with this type of plan?

Speaker speaker_0: So, like I said, it just depends on the plan that she chooses, because some plans require her to stay within the network and some of them don't.

Speaker speaker_1: Okay.

Speaker speaker_0: So it just depends.

Speaker speaker_1: And is this just preventive care, or, like, could she go... Like, like, if she has regular, like, dermatology appointments would they cover that, or does it depend on the plan?

Speaker speaker_0: It depends on the plan, and that's something she would talk to the carrier regarding. But like I said, that, all that information depends on what she selects.

Speaker speaker_1: Okay, and there's multiple plans to choose from?

Speaker speaker_0: Correct. Mm-hmm.

Speaker speaker_1: Okay. Okay. Yeah, I'll have her just call you guys.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: Okay. All right, thank you for your help.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Bye.