Transcript: Franchesca Baez-4829742613610496-5744058003046400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I was just calling back to enroll. What staffing company do you work with? Uh, Innovative Staff Solutions. And what is the last of your social? 6141. Your last name, please? McCannon. Could you please verify your mailing address and date of birth for security purposes? 101 First Street, Clay, Kentucky 42404. Birthdate's 12/18/1989. We have the best number to reach you too, 70-875-7594. Yes, ma'am. Then lastly, we have your email down as jon.mck33@gmail.com. Yes, ma'am. And the short code that you wanted to enroll into? Into medical. The... I don't remember what it was called but it was the cheaper medical out of the two. So they offer a total of three different plans for medical. There is one that is only preventative which is the Stay Healthy MEC, $17.55 per pay check, and then they have two hospital in that MediOnly InsurPlus which is $28.07 and InsurPlus Enhanced, $35.01, I mean $35.81, sorry. Do you know which one covers, like, therapy? Like psychiatrist or...? So I'm not too sure whether either are, um, paid for that due to the fact that we just go off by what the benefit guide that's provided to us by the carrier state. All right. And it doesn't show anything for therapy on either plan and I do know that it has virtual urgent care on one of them but I'm not sure whether or not that will cover a therapy virtual call. Um, all right, um... I would suggest speaking with the carrier American Public Life to see if they cover that due to the fact that the other carrier is for preventative services only. Yeah. Um, let me... Let me check real quick. Okay.

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I was just calling back to enroll.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Innovative Staff Solutions.

Speaker speaker_1: And what is the last of your social?

Speaker speaker_2: 6141.

Speaker speaker_1: Your last name, please?

Speaker speaker_2: McCannon.

Speaker speaker_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_2: 101 First Street, Clay, Kentucky 42404. Birthdate's 12/18/1989.

Speaker speaker_1: We have the best number to reach you too, 70-875-7594.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Then lastly, we have your email down as jon.mck33@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And the short code that you wanted to enroll into?

Speaker speaker_2: Into medical. The... I don't remember what it was called but it was the cheaper medical out of the two.

Speaker speaker_1: So they offer a total of three different plans for medical. There is one that is only preventative which is the Stay Healthy MEC, $17.55 per pay check, and then they have two hospital in that MediOnly InsurPlus which is $28.07 and InsurPlus Enhanced, $35.01, I mean $35.81, sorry.

Speaker speaker_2: Do you know which one covers, like, therapy? Like psychiatrist or...?

Speaker speaker_1: So I'm not too sure whether either are, um, paid for that due to the fact that we just go off by what the benefit guide that's provided to us by the carrier state.

Speaker speaker_2: All right.

Speaker speaker_1: And it doesn't show anything for therapy on either plan and I do know that it has virtual urgent care on one of them but I'm not sure whether or not that will cover a therapy virtual call.

Speaker speaker_2: Um, all right, um...

Speaker speaker_1: I would suggest speaking with the carrier American Public Life to see if they cover that due to the fact that the other carrier is for preventative services only.

Speaker speaker_2: Yeah. Um, let me... Let me check real quick.

Speaker speaker_1: Okay.