

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling. My name is Francia, how can I help you? Hey, yes. I'm calling because I'm just trying to select coverage. Um, I'm not sure, but it says medical VIP standard and classic. I just want to know if you could tell me the difference? What staffing company do you work with? Um, let's see, it's through Surge, Surge Staffing. Okay. So the difference between the standard and the classic is that the standard won't cover preventative surgeries, intensive care unit or rehabilitation benefits, whereas a VIP classic would, as well as the fact that there's certain services that the VIP classic will offer more of a dollar amount coverage than what the standard would. Okay. Um, but all right, you said it's just really like surgery? No ma'am. I said that preventative surgery along with intensive care and rehabilitation is not covered under the standard, as well as the fact that there are certain services that the standard doesn't offer the same amount that the classic would. So like for example, like, um, my annuals, like at, um, OBGYN, would standard cover that? I wouldn't be able to answer that since we're only the administrator. You will have to ask the questions to the carrier, which is American Public Life. They'll be the only ones to be able to confirm that for you. Okay. And could you, I'm sorry, could you just ex- Um, you said, um, do you have a phone number to them or no? Sure thing. It'll be 800- Oh, all right. Okay. 800, wait here it goes. Uh-huh. Okay. 800-256- Okay. -8606. All right. And then could you just tell me the difference one more time? The standard doesn't cover preventative surgery, intensive care confinement benefits, whereas the classic does. So then there's certain services that the classic offers more of a dollar amount on. Okay. All right. Thank you so much. Of course. Was there anything else we can assist you with today? No, that was everything. Thank you. My pleasure. I hope you have a wonderful rest of your day. Thank you for calling Benefit Connect, bye, today. You too. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling. My name is Francia, how can I help you?

Speaker speaker_2: Hey, yes. I'm calling because I'm just trying to select coverage. Um, I'm not sure, but it says medical VIP standard and classic. I just want to know if you could tell me the difference?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Um, let's see, it's through Surge, Surge Staffing.

Speaker speaker_1: Okay. So the difference between the standard and the classic is that the standard won't cover preventative surgeries, intensive care unit or rehabilitation benefits, whereas a VIP classic would, as well as the fact that there's certain services that the VIP classic will offer more of a dollar amount coverage than what the standard would.

Speaker speaker_2: Okay. Um, but all right, you said it's just really like surgery?

Speaker speaker_1: No ma'am. I said that preventative surgery along with intensive care and rehabilitation is not covered under the standard, as well as the fact that there are certain services that the standard doesn't offer the same amount that the classic would.

Speaker speaker_2: So like for example, like, um, my annuals, like at, um, OBGYN, would standard cover that?

Speaker speaker_1: I wouldn't be able to answer that since we're only the administrator. You will have to ask the questions to the carrier, which is American Public Life. They'll be the only ones to be able to confirm that for you.

Speaker speaker_2: Okay. And could you, I'm sorry, could you just ex- Um, you said, um, do you have a phone number to them or no?

Speaker speaker_1: Sure thing. It'll be 800-

Speaker speaker_2: Oh, all right. Okay. 800, wait here it goes. Uh-huh.

Speaker speaker_1: Okay. 800-256-

Speaker speaker_2: Okay.

Speaker speaker_1: -8606.

Speaker speaker_2: All right. And then could you just tell me the difference one more time?

Speaker speaker_1: The standard doesn't cover preventative surgery, intensive care confinement benefits, whereas the classic does. So then there's certain services that the classic offers more of a dollar amount on.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: No, that was everything. Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day. Thank you for calling Benefit Connect, bye, today.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye.