

Transcript: Francesca

Baez-5769538618834944-6281820641738752

Full Transcript

Thank you for calling Benefits in Crime. My name is Francesca. How can I assist you today? Hello. My name is Gary Stockland. I was just trying to find out, uh, how to use my, um, dental part of my benefits, I guess. I was trying to find out what, what dental places are in my area or, or certain places 'cause I was trying to get one, um, a few of my teeth removed. Um, so the benefits that the staffing company offer are PPO limited plans. They don't cover tooth extractions. You're more than welcome to double check that with the carrier. But to my understanding, tooth extractions are not covered under PPO plan since what they cover is your preventative services, your basic services, basic restoration services and radiographs. Okay. All righty. All right. Yeah. Um, what about- And what I- What about a medical plan? What does it, what does that not do it for? I'll have to go into your account to see 'cause all staffing companies offer the same dental plan. But as far as medical goes, it depends on which one you selected. What staffing company do you work with? Uh, MAU. What are the last four of the social? 9685. Please verify your mailing address and date of birth to make sure I'm in the right account. 160 Patterson Way, Covington, Georgia 30016. And date of birth? 07251998. Yeah, best contact Diana 678-438-6744. Correct. And your email, dianacj23@gmail.com? Yeah. So the IntraPlus plan that you're enrolled into covers daily hospital confinement, \$500... I'm sorry, \$50 from the bill per day. Intensive care unit or coronary care unit, \$200 from the bill per day. And then your annual first occurrence hospital is the one that will cover \$500 from the bill. Surgical, it will cover up to \$1,000 based on the surgical schedule, and 25% of that surgical benefit will be for your anesthesia. Outpatient sickness is covered at \$75 out of the bill. Diagnostic testing is covered at \$250 per year. Wellness exam or test is covered at \$75 per year. And then it comes with a group accident package. And then prescription-wise is with the carrier PharmaVal. They have a tier system of \$10, \$20 or \$30 for generics. Depending on where your prescription falls, that will be what you pay out of pocket, and then a discount for non-generics. Okay. All righty. Oh, okay. Thank you so much. Of course. Is there anything else we can assist you with today? I think that'll be all for now. I appreciate it. No problem. It was a pleasure. Have a wonderful rest of your day. All right. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Crime. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. My name is Gary Stockland. I was just trying to find out, uh, how to use my, um, dental part of my benefits, I guess. I was trying to find out what, what dental places are in my area or, or certain places 'cause I was trying to get one, um, a few of my teeth removed.

Speaker speaker_0: Um, so the benefits that the staffing company offer are PPO limited plans. They don't cover tooth extractions. You're more than welcome to double check that with the carrier. But to my understanding, tooth extractions are not covered under PPO plan since what they cover is your preventative services, your basic services, basic restoration services and radiographs.

Speaker speaker_1: Okay. All righty. All right.

Speaker speaker_0: Yeah.

Speaker speaker_1: Um, what about-

Speaker speaker_0: And what I-

Speaker speaker_1: What about a medical plan? What does it, what does that not do it for?

Speaker speaker_0: I'll have to go into your account to see 'cause all staffing companies offer the same dental plan. But as far as medical goes, it depends on which one you selected. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 9685.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_1: 160 Patterson Way, Covington, Georgia 30016.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 07251998.

Speaker speaker_0: Yeah, best contact Diana 678-438-6744.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email, dianacj23@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: So the IntraPlus plan that you're enrolled into covers daily hospital confinement, \$500... I'm sorry, \$50 from the bill per day. Intensive care unit or coronary care unit, \$200 from the bill per day. And then your annual first occurrence hospital is the one that will cover \$500 from the bill. Surgical, it will cover up to \$1,000 based on the surgical schedule, and 25% of that surgical benefit will be for your anesthesia. Outpatient sickness is

covered at \$75 out of the bill. Diagnostic testing is covered at \$250 per year. Wellness exam or test is covered at \$75 per year. And then it comes with a group accident package. And then prescription-wise is with the carrier PharmaVal. They have a tier system of \$10, \$20 or \$30 for generics. Depending on where your prescription falls, that will be what you pay out of pocket, and then a discount for non-generics.

Speaker speaker_1: Okay. All righty. Oh, okay. Thank you so much.

Speaker speaker_0: Of course. Is there anything else we can assist you with today?

Speaker speaker_1: I think that'll be all for now. I appreciate it.

Speaker speaker_0: No problem. It was a pleasure. Have a wonderful rest of your day.

Speaker speaker_1: All right. You too.