

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Car. My name is Francesca. How can I assist you today? Uh, yes, ma'am. This is Josh Marcantel. How you doing? Good. How are you? Uh, I've been better. Hey, I've got a question. Um, I called... Well, my... The hospital just called me and told me that I don't have medical insurance, and I called APL and they said I've got limited medical. Is there a way I can bump that up? 'Cause I called the company I work for and they gave me y'all's number to call y'all. Sure thing. We can take a look and see. However, keep in mind that the benefits of your staffing company offers, most of them are PPO-limited. Gotcha. Which staffing company are you with? Um, Integrity Trade Services. And what are the last four of your Social and your last name? 5020, and my last name is Marcantel, M-A-R-C-A-N-T-E-L. All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me. That's 782 N. Trace, Madison, Indiana. And what was the other thing you needed? Your date of birth. Date of birth? 8/24/75. We have the contact phone number same as the one you called on, 337-340-0490, with the email of outlawgood@gmail.com. Yes, ma'am. Hmm. Mm-hmm. Okay, so you're currently on the VIP Classic. Have you started any new assignment with Integrity Trade Services recently, within the last 30 days or so? No, ma'am. Same one for however long I've been with them. Okay. So as far as making changes to the policy and switching medical plans, you're currently not eligible to make that change, due to the fact that you don't have an open enrollment period. You'll have to wait till June- Mm-hmm. ... when the company holds their open enrollment period to make changes. Now, as far as looking into upgrading the medical plan, you are currently on their lowest tier of their PPO-limited plan. The other one will be the VIP+. And from all of that coverage, there's currently only one medical plan being offered, which will be the MBP plan, the minimum volume plan. Now, every time a staffing company holds their company open enrollment period, company-wise- Mm-hmm. ... their benefits selections that they're being offered, that will be the time when they're either changed, updated. However, as of right now, what I have is the ones from last year. So there is a possibility that these plans, options may change after June. Gotcha. So I- Yes, sir, but currently we... Go ahead. Oh, you said y'all's open enrollment is in June or whatever, and then I've got to wait for theirs to open. We don't have a company open enrollment period. We're not account administrators. Account administrators don't have open enrollment periods. We're have to wait for Integrity Trade Services- No, I just... I'm just trying to figure... Gotcha, gotcha. I see what you're saying. All right, so I can't do nothing with it until they have theirs. Yes, sir. The only change that you're currently- ... eligible for is cancellations. Hmm. Gotcha. And I, I don't guess you know when they're, have theirs? I know it's during the month of June. The specific days have not been provided, as they do vary per year. Okay. But by the start of June, we should more or less have those specific days. Okay. All right 'cause, yeah, I've been sick and I've been going to

the doctor, and they called me today and they told me I didn't have medical insurance. And I'm like, "Well, what the hell am I paying for?" So that's what I was wondering. All right, well, I will give them a call and see what they say. Fine. Just do. All right. Well, thank you, ma'am. Of course. It was my pleasure. I hope you have a wonderful rest of your day. Yes, ma'am. You, too. Thank you. Bye-bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. This is Josh Marcantel. How you doing?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: Uh, I've been better. Hey, I've got a question. Um, I called... Well, my... The hospital just called me and told me that I don't have medical insurance, and I called APL and they said I've got limited medical. Is there a way I can bump that up? 'Cause I called the company I work for and they gave me y'all's number to call y'all.

Speaker speaker_0: Sure thing. We can take a look and see. However, keep in mind that the benefits of your staffing company offers, most of them are PPO-limited.

Speaker speaker_1: Gotcha.

Speaker speaker_0: Which staffing company are you with?

Speaker speaker_1: Um, Integrity Trade Services.

Speaker speaker_0: And what are the last four of your Social and your last name?

Speaker speaker_1: 5020, and my last name is Marcantel, M-A-R-C-A-N-T-E-L.

Speaker speaker_0: All right. Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: That's 782 N. Trace, Madison, Indiana. And what was the other thing you needed?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth? 8/24/'75.

Speaker speaker_0: We have the contact phone number same as the one you called on, 337-340-0490, with the email of outlawgood@gmail.com.

Speaker speaker_1: Yes, ma'am. Hmm.

Speaker speaker_0: Mm-hmm. Okay, so you're currently on the VIP Classic. Have you started any new assignment with Integrity Trade Services recently, within the last 30 days or so?

Speaker speaker_1: No, ma'am. Same one for however long I've been with them.

Speaker speaker_0: Okay. So as far as making changes to the policy and switching medical plans, you're currently not eligible to make that change, due to the fact that you don't have an open enrollment period. You'll have to wait till June-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... when the company holds their open enrollment period to make changes. Now, as far as looking into upgrading the medical plan, you are currently on their lowest tier of their PPO-limited plan. The other one will be the VIP+. And from all of that coverage, there's currently only one medical plan being offered, which will be the MBP plan, the minimum volume plan. Now, every time a staffing company holds their company open enrollment period, company-wise-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... their benefits selections that they're being offered, that will be the time when they're either changed, updated. However, as of right now, what I have is the ones from last year. So there is a possibility that these plans, options may change after June.

Speaker speaker_1: Gotcha. So I-

Speaker speaker_0: Yes, sir, but currently we... Go ahead.

Speaker speaker_1: Oh, you said y'all's open enrollment is in June or whatever, and then I've got to wait for theirs to open.

Speaker speaker_0: We don't have a company open enrollment period. We're not account administrators. Account administrators don't have open enrollment periods. We're have to wait for Integrity Trade Services-

Speaker speaker_1: No, I just... I'm just trying to figure... Gotcha, gotcha. I see what you're saying. All right, so I can't do nothing with it until they have theirs.

Speaker speaker_0: Yes, sir. The only change that you're currently- ... eligible for is cancellations.

Speaker speaker_1: Hmm. Gotcha. And I, I don't guess you know when they're, have theirs?

Speaker speaker_0: I know it's during the month of June. The specific days have not been provided, as they do vary per year.

Speaker speaker_1: Okay.

Speaker speaker_0: But by the start of June, we should more or less have those specific days.

Speaker speaker_1: Okay. All right 'cause, yeah, I've been sick and I've been going to the doctor, and they called me today and they told me I didn't have medical insurance. And I'm like, "Well, what the hell am I paying for?" So that's what I was wondering. All right, well, I will give them a call and see what they say.

Speaker speaker_0: Fine. Just do.

Speaker speaker_1: All right. Well, thank you, ma'am.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: Yes, ma'am. You, too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye.