

Transcript: Francesca

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Full Transcript

Thank you for calling . My name is Francesca. How can I assist you today? Hi. I just wanted to get some information. I'm not too sure exactly how this works, but is this like, um, like insurance? Specifically the company that you have called were the administrators for the health insurance of the staffing company's offer, but we do not own any of the plans. Okay. So like if I, if I went to urgent care today, because I forgot that I had this through this company, um, if I went to urgent care today and got seen and they prescribed me medication, you guys wouldn't cover that? It wouldn't be benefits in our card, it would be your carrier's, so I see who you're with. Which staffing company do you have? BGSS. What are the last four of the social? Say that again? What are the last four of your social? 2186. And the last name? You cut out. Say that again. Your last name. Williamson. Please verify your mailing address and date of birth. Um, February 25th, 2001. It's, uh, 1252 Steven Lane Boulevard, Columbus, Ohio, 43232. And we have the best phone number to reach you down as 937-536-9923 with the email- Correct. ... of your first name without the apostrophe 100 at gmail.com? Correct. Is there any unit or apartment number missing from your address, ma'am? No. So you're currently enrolled into the NEC 10RX, that is medical preventative. Urgent care does not cover that plan. The only type of urgent services that it offers is virtual. Oh, okay. Okay, gotcha. Okay, well, thank you. Of course. If you were thinking of changing the plan based on your personal enrollment period, you would have till the 25th of this month to do so. Okay. What's the price difference on that, by chance? Let's see... So it's going to depend on which one you select. You're able to add a hospital indemnity plan. Basically, hospital indemnity are those hospital services like your doctor's visits, emergency room, urgent care, or surgeries. They have three plans in total. There is a BIP Standard, which is the lowest tier. That one is 16.78 per paycheck. There's the BIP Classic, which is the middle tier. That one is 18.55 per paycheck. And then lastly, there's the BIP Plus, which is 29.74 per paycheck. I do have to say, the way that our specific plans work is they have a set dollar amount of coverage that it will provide per service. For example, if we're speaking in regards to your current situation with the urgent care question. Uh-huh. The first two tiers, the BIP Standard and the Classic, will cover \$50 from the bill for an urgent care facility visit. And then if you were to enroll into the BIP Plus, it will cover \$100 from the bill for that urgent care facility visit. But then you will be remain- sorry, responsible for the remainder. Oh, okay. So if I were to add that on, like, let's say right now for example, would that start right now, like immediately? No ma'am, because the carrier will have to receive payment before they're able to get you enrolled into it. It's going to take roughly one or two weeks for your staffing company system to start processing those deductions from your paycheck. Gotcha. Okay. Well, I'll think about it. But I thank you so much for letting me know. Sure thing. Did you want me to send you a copy of your staffing company's benefit guide to your email? Um, you can, yep. Can you send it, yep, to my email

please? All right. I'll go ahead and send that over. Um, and then if you were to need any further urgent care services, you only have them virtually. I'll go ahead and also attach in there the website of where it will be that you'll be going in order to be able to get those virtual services that you're already paying for. Okay. And they can prescribe you medications and stuff? If you are seen by a doctor, I believe so, yes. Okay, no problem. Thank you. Sure thing. Have a great day. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi. I just wanted to get some information. I'm not too sure exactly how this works, but is this like, um, like insurance?

Speaker speaker_0: Specifically the company that you have called were the administrators for the health insurance of the staffing company's offer, but we do not own any of the plans.

Speaker speaker_1: Okay. So like if I, if I went to urgent care today, because I forgot that I had this through this company, um, if I went to urgent care today and got seen and they prescribed me medication, you guys wouldn't cover that?

Speaker speaker_0: It wouldn't be benefits in our card, it would be your carrier's, so I see who you're with. Which staffing company do you have?

Speaker speaker_1: BGSS.

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

Speaker speaker_1: Say that again?

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

Speaker speaker_1: 2186.

Speaker speaker_0: And the last name?

Speaker speaker_1: You cut out. Say that again.

Speaker speaker_0: Your last name.

Speaker speaker_1: Williamson.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Um, February 25th, 2001. It's, uh, 1252 Steven Lane Boulevard, Columbus, Ohio, 43232.

Speaker speaker_0: And we have the best phone number to reach you down as 937-536-9923 with the email-

Speaker speaker_1: Correct.

Speaker speaker_0: ... of your first name without the apostrophe 100 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Is there any unit or apartment number missing from your address, ma'am?

Speaker speaker_1: No.

Speaker speaker_0: So you're currently enrolled into the NEC 10RX, that is medical preventative. Urgent care does not cover that plan. The only type of urgent services that it offers is virtual.

Speaker speaker_1: Oh, okay. Okay, gotcha. Okay, well, thank you.

Speaker speaker_0: Of course. If you were thinking of changing the plan based on your personal enrollment period, you would have till the 25th of this month to do so.

Speaker speaker_1: Okay. What's the price difference on that, by chance?

Speaker speaker_0: Let's see... So it's going to depend on which one you select. You're able to add a hospital indemnity plan. Basically, hospital indemnity are those hospital services like your doctor's visits, emergency room, urgent care, or surgeries. They have three plans in total. There is a BIP Standard, which is the lowest tier. That one is 16.78 per paycheck. There's the BIP Classic, which is the middle tier. That one is 18.55 per paycheck. And then lastly, there's the BIP Plus, which is 29.74 per paycheck. I do have to say, the way that our specific plans work is they have a set dollar amount of coverage that it will provide per service. For example, if we're speaking in regards to your current situation with the urgent care question.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: The first two tiers, the BIP Standard and the Classic, will cover \$50 from the bill for an urgent care facility visit. And then if you were to enroll into the BIP Plus, it will cover \$100 from the bill for that urgent care facility visit. But then you will be remain- sorry, responsible for the remainder.

Speaker speaker_1: Oh, okay. So if I were to add that on, like, let's say right now for example, would that start right now, like immediately?

Speaker speaker_0: No ma'am, because the carrier will have to receive payment before they're able to get you enrolled into it. It's going to take roughly one or two weeks for your staffing company system to start processing those deductions from your paycheck.

Speaker speaker_1: Gotcha. Okay. Well, I'll think about it. But I thank you so much for letting me know.

Speaker speaker_0: Sure thing. Did you want me to send you a copy of your staffing company's benefit guide to your email?

Speaker speaker_1: Um, you can, yep. Can you send it, yep, to my email please?

Speaker speaker_0: All right. I'll go ahead and send that over. Um, and then if you were to need any further urgent care services, you only have them virtually. I'll go ahead and also attach in there the website of where it will be that you'll be going in order to be able to get those virtual services that you're already paying for.

Speaker speaker_1: Okay. And they can prescribe you medications and stuff?

Speaker speaker_0: If you are seen by a doctor, I believe so, yes.

Speaker speaker_1: Okay, no problem. Thank you.

Speaker speaker_0: Sure thing. Have a great day.

Speaker speaker_1: Goodbye.