

## **Transcript: Justin**

**Mills-4691682805104640-6221738966728704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name is Shantia Green. I am an employee through Partners Personnel. I was calling because I got a text message about, um, registering for benefits. Yeah. Um, so that text message you received was just welcoming you into Partners Personnel and letting you know you have 30 days to enroll or opt out of benefits, because that's considered your personal open enrollment period. However, did you receive a benefit guide through Partners by any chance, or no? I did not. Okay. Um, so I can email you a copy of a benefit guide just so you have it and then give you a brief rundown of what's offered. Okay. Okay. Do you have a good email I can send this to? Yes. Just a second. You can send it to dmyahcastle, that's D as in dog, M as in Mary, Y as in yo-yo, I as in Isaac, A as in apple, H as in Henry, Castle, C-A-S-T-L-E, 17, all together, @gmail.com. And just to confirm, Dmyah, D-M-Y-I-A-H, Castle, C-A-S-T-L-E, one seven @gmail? Yeah. Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. So let's see here. So I do know that Partners, they offer five different medical plans. Uh-huh. One of the medical plans is the Stay Healthy, M-E-C, TeleRx. Now that just covers all of your preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80 per week. Mm-hmm. And they offer three other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Standard, Plus and the Prime is how much the insurance carrier pays to cover things. So say for example you have to get a surgery in a hospital. Uh-huh. Under the Standard, the insurance carrier pay \$250 a day. While under the Plus, they pay out \$1,000 a day. And under the Prime, they pay out \$2,000 a day. So like I said, that's pretty much the only major difference is that the carrier just pays more to cover things. Um, but those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week. Okay. All right. And then I do have a- So if, if... I'm sorry. Go ahead. And I do know that Partners does offer other things like short-term disability, dental, vision, critical illness, group accident, term life, which is life insurance, and behavioral health. Okay. So do, the information you sent me, do I need to fill that out? Um, no. That's just a benefit guide to show you what is covered, what's not covered, how much the insurance carrier will pay. Um, but let me verify if Partners has a website where you can enroll. Uh-huh. So it looks like Partners Personnel doesn't have a website just yet, so you would have to call back and get enrolled over the phone. Okay. Okay. Um- So do I call this number back or a different one? So this number, the, the number you dialed to reach me, the 497- telephone number. Okay. Okay. Um, well, is there anything

else I could help you out with today? No, thank you. Awesome. I'll give them a call back tomorrow. Okay. Well, you have a wonderful day, okay? You too. Thank you. You're welcome. 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 Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. My name is Shantia Green. I am an employee through Partners Personnel. I was calling because I got a text message about, um, registering for benefits.

Speaker speaker\_1: Yeah. Um, so that text message you received was just welcoming you into Partners Personnel and letting you know you have 30 days to enroll or opt out of benefits, because that's considered your personal open enrollment period. However, did you receive a benefit guide through Partners by any chance, or no?

Speaker speaker\_2: I did not.

Speaker speaker\_1: Okay. Um, so I can email you a copy of a benefit guide just so you have it and then give you a brief rundown of what's offered.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Do you have a good email I can send this to?

Speaker speaker\_2: Yes. Just a second. You can send it to dmyahcastle, that's D as in dog, M as in Mary, Y as in yo-yo, I as in Isaac, A as in apple, H as in Henry, Castle, C-A-S-T-L-E, 17, all together, @gmail.com.

Speaker speaker\_1: And just to confirm, Dmyah, D-M-Y-I-A-H, Castle, C-A-S-T-L-E, one seven @gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So let's see here. So I do know that Partners, they offer five different medical plans.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: One of the medical plans is the Stay Healthy, M-E-C, TeleRx. Now that just covers all of your preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80

per week.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And they offer three other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the Standard, Plus and the Prime is how much the insurance carrier pays to cover things. So say for example you have to get a surgery in a hospital.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Under the Standard, the insurance carrier pay \$250 a day. While under the Plus, they pay out \$1,000 a day. And under the Prime, they pay out \$2,000 a day. So like I said, that's pretty much the only major difference is that the carrier just pays more to cover things. Um, but those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. And then I do have a-

Speaker speaker\_2: So if, if... I'm sorry. Go ahead.

Speaker speaker\_1: And I do know that Partners does offer other things like short-term disability, dental, vision, critical illness, group accident, term life, which is life insurance, and behavioral health.

Speaker speaker\_2: Okay. So do, the information you sent me, do I need to fill that out?

Speaker speaker\_1: Um, no. That's just a benefit guide to show you what is covered, what's not covered, how much the insurance carrier will pay. Um, but let me verify if Partners has a website where you can enroll.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: So it looks like Partners Personnel doesn't have a website just yet, so you would have to call back and get enrolled over the phone.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: So do I call this number back or a different one?

Speaker speaker\_1: So this number, the, the number you dialed to reach me, the 497-telephone number.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, well, is there anything else I could help you out with today?

Speaker speaker\_2: No, thank you.

Speaker speaker\_1: Awesome.

Speaker speaker\_2: I'll give them a call back tomorrow.

Speaker speaker\_1: Okay. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.