

Transcript: Justin

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Full Transcript

Your call- Hello, how may I help you? ... may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cartel. This is Justin. How can I help you today? Hi. My name is Thelma Retain. I was trying to find out about the coverage. Okay. What's the staffing agency you work for? ATC. And the last four of your social? 2052. And for security purposes, could you verify the home address, including city, state, and zip code? 37 Alabama Avenue, Selma, Alabama, 36701. It looks like I have a different address on file. Okay. That would be 2605 Summerfield Road, Selma, Alabama, 36701. And your date of birth? 02/21/61. And was the 2605 Summerfield Road, is that a current or update address? That's the current address. Okay. No worries. And a good telephone number I have is 334-419-7109? Yes. And the email I have is cheneybesse@gmail? Correct. Okay. Now were you given a benefit guide through ATC Healthcare or no? Um, maybe it was si-... it was sent through the, uh, email. I haven't gone all the way through it, but I'm sure I got one 'cause I did- No worries. ... when I was looking through something. No worries. Okay, 'cause I was gonna email you one just to be on the safe side, just so you have it, and then give you a brief rundown of what's offered. Um, but let's see. Okay. Do that. Okay. Let's see. So, the email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacartel.com. Okay. However, if you don't see that in- Okay. ... in your inbox, be sure to check your spam or check your junk folder, okay? All right. Okay, so let's see here. T-t-t... Two screens. Okay. So, I do know that ATC Healthcare, they do offer four medical plans. Mm-hmm. One of the medical plans is the Stay Healthy MEC TeleRx. Now that just covers preventative healthcare services only. So, like your physicals, diabetes readings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. It's \$16 a week. Mm-hmm. Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits, and medication coverage. However, the only- Mm-hmm. ... major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Mm-hmm. So say, Prime example, let's say you have to get surgery in a hospital. Under the VIP Plus, the insurance carrier will pay \$1000 a day, while under the Prime, they'll pay out \$2000 a day. But the VIP plans, those range from \$31.71 to \$43.41. And then 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. Does dental, vision, or dental with that? Um, so those are just the medical plans. Dental and vision is separate from those. However, vision would be \$2.15, while dental's \$3.64. And what kind of coverage come with that? Um, so when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Okay. Okay. And then with vision, it's just, uh, copays. However,

your copay for an eye exam would be \$10, copay for lenses and frames, \$25. However, they do offer a frames allowance for \$130. So technically you could use that benefit to get a new pair of glasses. Mm-hmm. Okay. Well, I'm gonna, uh, look through this and I'll give you a call back. Okay. Well, is there anything else I could help you out with today? No, that's it. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello, how may I help you?

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

Speaker speaker_1: Thank you for calling Benefits in a Cartel. This is Justin. How can I help you today?

Speaker speaker_2: Hi. My name is Thelma Retain. I was trying to find out about the coverage.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: ATC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2052.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state, and zip code?

Speaker speaker_2: 37 Alabama Avenue, Selma, Alabama, 36701.

Speaker speaker_1: It looks like I have a different address on file.

Speaker speaker_2: Okay. That would be 2605 Summerfield Road, Selma, Alabama, 36701.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 02/21/61.

Speaker speaker_1: And was the 2605 Summerfield Road, is that a current or update address?

Speaker speaker_2: That's the current address.

Speaker speaker_1: Okay. No worries. And a good telephone number I have is 334-419-7109?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is cheneybesse@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Now were you given a benefit guide through ATC Healthcare or no?

Speaker speaker_2: Um, maybe it was si-... it was sent through the, uh, email. I haven't gone all the way through it, but I'm sure I got one 'cause I did-

Speaker speaker_1: No worries.

Speaker speaker_2: ... when I was looking through something.

Speaker speaker_1: No worries. Okay, 'cause I was gonna email you one just to be on the safe side, just so you have it, and then give you a brief rundown of what's offered. Um, but let's see.

Speaker speaker_2: Okay. Do that.

Speaker speaker_1: Okay. Let's see. So, the email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacartel.com.

Speaker speaker_2: Okay.

Speaker speaker_1: However, if you don't see that in-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay, so let's see here. T-t-t... Two screens. Okay. So, I do know that ATC Healthcare, they do offer four medical plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: One of the medical plans is the Stay Healthy MEC TeleRx. Now that just covers preventative healthcare services only. So, like your physicals, diabetes readings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It's \$16 a week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits, and medication coverage. However, the only-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... major difference between the Plus and the Prime is how much the insurance carrier pays to cover things.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So say, Prime example, let's say you have to get surgery in a hospital. Under the VIP Plus, the insurance carrier will pay \$1000 a day, while under the Prime, they'll pay out \$2000 a day. But the VIP plans, those range from \$31.71 to \$43.41. And then 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: Does dental, vision, or dental with that?

Speaker speaker_1: Um, so those are just the medical plans. Dental and vision is separate from those. However, vision would be \$2.15, while dental's \$3.64.

Speaker speaker_2: And what kind of coverage come with that?

Speaker speaker_1: Um, so when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And then with vision, it's just, uh, copays. However, your copay for an eye exam would be \$10, copay for lenses and frames, \$25. However, they do offer a frames allowance for \$130. So technically you could use that benefit to get a new pair of glasses.

Speaker speaker_2: Mm-hmm. Okay. Well, I'm gonna, uh, look through this and I'll give you a call back.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.