

Transcript: Justin

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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, Justin. My name is Alexander Hudson. I wanted to know if you could help me understand better the benefits that I am entitled to as a contracted employee with TRC. Yeah. Um, so TRC staffing, what's the last four of your social, so I can pull your file for you? Thank you. 2631. And for security purposes, could you verify the home address, including city, state and zip code, Alexander? Zip code is 30316. City and state is Atlanta, Georgia. Address is 174 Chester Avenue SE, Unit 117. May I confirm your date of birth? 09/08/94. And a good telephone number I have is 404-375-9936. That is correct. And the email, I have is hudson@works@gmail. That is correct. Okay. So looking at the file, it looks like you're currently enrolled into dental, short-term disability, vision, the VIP Standard, which is your medical plan, and Eye B Experts for employee only. However, going through the list, um, dental, when it comes to dental, um, 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 would be covered at 80% if met by a \$50 deductible. Okay. Uh, is there, like, a breakdown that I could receive, where I can look this over? Because- Yeah. ... at this moment, I don't know where my insurance is accepted. I don't know how to access any of those details. Totally understand. Um, I can email you a copy of a benefit guide and possibly email ID cards if need be, um, if you were wanting ID cards. Yes. All of that sounds really appealing. Mokay. Do you mind if I place you in a brief hold while I email all of that information to you? I don't. Thank you. Okay. Hello, Alexander. You still there? Yes, I am. Awesome. Thank you so much for holding. Um, so two things. I went ahead and emailed you your- the benefit guide and ID cards to the email we have on file. Emails that you should be looking out for are coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay? Secondly, um, checking the calendar, you did become active in the coverage as of last Monday, the 4th, so you should be receiving your physical ID card sometime this week. Um- Okay. But other than that, is there anything else that I can assist you with today? Um-Yeah. So... And I do know in the email with the ID cards, there are, um, telephone numbers to find providers. Um, but when you do call, uh, all you have to do is just provide them with your ZIP code. Okay? Okay. Everything's coming through right now. Let me take a look at this. Okay. Well, was there anything else I could help you out with today? So... Yes. Um, so it says this is not major medical insurance. Correct, they're hospital- But do I have coverage to... Hmm? They're hospital indemnity plans, so your VIP Standard Medical Plan covers hospitals, doctors and medications. Okay. Hospitals, doctors, medications. So, I don't have access to specialist visits with this insurance policy? You do have access to specialist visits. Okay. And my vision

benefits are with MetLife. Correct. Um, maybe... I do have a ques- So, I need to visit a dermatologist. How would I find a dermatologist that's within network of the insurance policy that I have? Um, so the email I sent you, uh, with the ID cards has a telephone number to find medical providers. Um, if you just- Uh-huh. ... call them and provide them with your ZIP code, and just let them know that you're looking for a dermatologist, they can provide you one in your specific location that accepts the insurance. And is that multi-plan? Correct. Yes, sir. Okay. And then, when is the last day that I... say, like, I'm gonna call them later today, I'm not satisfied with it, with the coverage that I have, um, and I want to pay less... Oh, I don't know if that would even be a good idea right now. Let me check this out. Okay. I'm gonna look this over, and if I need anything else, I'll be sure to give a call back. Okay. Then well, to answer to your question, uh, your last day or your cutoff date would be November 18th. Okay. Okay. Uh, well, was there anything else I could help you out with today? I really appreciate that. No. What was your name again? My name is Justin. Thank you so much, Justin. I feel very supported. Thank you. You're welcome. You have a great day, Alexander. Okay? You as well, Justin. Take care. All right, bye-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, Justin. My name is Alexander Hudson. I wanted to know if you could help me understand better the benefits that I am entitled to as a contracted employee with TRC.

Speaker speaker_1: Yeah. Um, so TRC staffing, what's the last four of your social, so I can pull your file for you?

Speaker speaker_2: Thank you. 2631.

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

Speaker speaker_2: Zip code is 30316. City and state is Atlanta, Georgia. Address is 174 Chester Avenue SE, Unit 117.

Speaker speaker_1: May I confirm your date of birth?

Speaker speaker_2: 09/08/'94.

Speaker speaker_1: And a good telephone number I have is 404-375-9936.

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email, I have is hudson@works@gmail.

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. So looking at the file, it looks like you're currently enrolled into dental, short-term disability, vision, the VIP Standard, which is your medical plan, and Eye B Experts for employee only. However, going through the list, um, dental, when it comes to dental, um, 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 would be covered at 80% if met by a \$50 deductible.

Speaker speaker_2: Okay. Uh, is there, like, a breakdown that I could receive, where I can look this over? Because-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... at this moment, I don't know where my insurance is accepted. I don't know how to access any of those details.

Speaker speaker_1: Totally understand. Um, I can email you a copy of a benefit guide and possibly email ID cards if need be, um, if you were wanting ID cards.

Speaker speaker_2: Yes. All of that sounds really appealing.

Speaker speaker_1: Mokay. Do you mind if I place you in a brief hold while I email all of that information to you?

Speaker speaker_2: I don't. Thank you.

Speaker speaker_1: Okay. Hello, Alexander. You still there?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Awesome. Thank you so much for holding. Um, so two things. I went ahead and emailed you your- the benefit guide and ID cards to the email we have on file. Emails that you should be looking out for are coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check the spam or check the junk folder. Okay? Secondly, um, checking the calendar, you did become active in the coverage as of last Monday, the 4th, so you should be receiving your physical ID card sometime this week. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But other than that, is there anything else that I can assist you with today?

Speaker speaker_2: Um-Yeah. So...

Speaker speaker_1: And I do know in the email with the ID cards, there are, um, telephone numbers to find providers. Um, but when you do call, uh, all you have to do is just provide them with your ZIP code. Okay?

Speaker speaker_2: Okay. Everything's coming through right now. Let me take a look at this.

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

Speaker speaker_2: So... Yes. Um, so it says this is not major medical insurance.

Speaker speaker_1: Correct, they're hospital-

Speaker speaker_2: But do I have coverage to... Hmm?

Speaker speaker_1: They're hospital indemnity plans, so your VIP Standard Medical Plan covers hospitals, doctors and medications.

Speaker speaker_2: Okay. Hospitals, doctors, medications. So, I don't have access to specialist visits with this insurance policy?

Speaker speaker_1: You do have access to specialist visits.

Speaker speaker_2: Okay. And my vision benefits are with MetLife.

Speaker speaker_1: Correct.

Speaker speaker_2: Um, maybe... I do have a ques- So, I need to visit a dermatologist. How would I find a dermatologist that's within network of the insurance policy that I have?

Speaker speaker_1: Um, so the email I sent you, uh, with the ID cards has a telephone number to find medical providers. Um, if you just-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... call them and provide them with your ZIP code, and just let them know that you're looking for a dermatologist, they can provide you one in your specific location that accepts the insurance.

Speaker speaker_2: And is that multi-plan?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. And then, when is the last day that I... say, like, I'm gonna call them later today, I'm not satisfied with it, with the coverage that I have, um, and I want to pay less... Oh, I don't know if that would even be a good idea right now. Let me check this out. Okay. I'm gonna look this over, and if I need anything else, I'll be sure to give a call back.

Speaker speaker_1: Okay. Then well, to answer to your question, uh, your last day or your cutoff date would be November 18th.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Uh, well, was there anything else I could help you out with today?

Speaker speaker_2: I really appreciate that. No. What was your name again?

Speaker speaker_1: My name is Justin.

Speaker speaker_2: Thank you so much, Justin. I feel very supported. Thank you.

Speaker speaker_1: You're welcome. You have a great day, Alexander. Okay?

Speaker speaker_2: You as well, Justin. Take care.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.