

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. So I was calling to get some information. I guess the company that I w- working for, um, switched over to this Benefit and a Card. And I, um... They didn't tell us they were switching over and I j- I saw the email on Friday afternoon and I was trying to get some information together on it. And so today, I was trying to find someone to explain this to me at, um, Nor... Is it Nora Staff or something? 'Cause I work for Global Health. And unfortunately, the lady is not in the office today to help, and it has to be... I, I, I think they're saying that this all has to be done, finished today, the paperwork. Um, so I don't know if you can give me any information on this. I, I saw that there was, like, some different plans and I wanted to get the one that, um, that I get the most benefit out of. But I, uh, I don't understand what I'm supposed to do and they're saying that everything has to be put in today. And I also have, like, an eye exam scheduled for on the 5th and I'm not even sure I can go to the place that I was going to when I had my other insurance that we had before we switched over to this. Yeah. Um, I can help you figure everything out. So Nor Staffing, what's the last four of your Social? Okay. 6403. And your first and last name? Kim Wright. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kim? Sure. It's 1035 West Main Street, Annville, PA 17003. And confirm your date of birth. March the 7th, 1969. And a good telephone number has a 717-304-8512? That's correct. And the email address is young-o@comcast.net? Yes. Okay, so let's see here. So looking at the file, it looks like you are currently enrolled into dental, uh, term life, which is life insurance, vision, and the VIP Classic, which is your medical plan, all for employee only. However, checking my calendar, you did become active in a coverage as of today, so you should be receiving physical ID cards early next week. Um, I can, I could possibly email you a, uh, benefit guide and highlight what plans you're currently enrolled into so you can compare what's covered, what's not covered, et cetera. Okay. And I mean, is that... Did they just put me in the, the, the benefit that we could get? Or is there a better benefit that I'm able to get? Like, they were s- it was, it was shown something like an elite one or VIP thing, and I wasn't sure about what all those were and which plan that I was in. Yes. So you were enrolled into the VIP Classic, which covers hospitals, doctors and medications. However, they do have another benefit or medical plan called the Elite Pro, which still covers hospitals, doctors and medications. Just the insurance carrier pays more to cover things specifically. Um, so prime example, let's see here. So say for example you're in intensive care unit, so say if you're in the ER, um, under the VIP Classic, the insurance carrier will pay \$100 a day for a max of 20 days. While under the Elite Pro, they'll pay out \$600 a day for a max of five days. And so you still have a little bit more coverage on the Elite Pro versus the VIP Classic, um, that's why I was gonna email you a copy of a benefit guide and highlight- Oh, okay. ... what plan you are enrolled into so you can compare. Okay. So h- how long do I

have if I wanna go to that Elite, like, to change that over to go to a better plan? Uh, let's see. Well, we received your first or initial hire date from Nor Staffing on January 23rd of 2025. So let's see here. There's 31 days in January, so February 21st or 22nd. Let me verify that. Okay. Let's see here. Let's see. From... 23rd. So yes. So your cutoff date would be February 22nd, if we received your initial hire date from Nor Staffing as of January 23rd. Okay. So I have till then to call in and say do I call you or do w- do I do that through Nor Staff? Or how do I do that if I wanna change back? Um, yeah, you just reach back out, r- reach back out to us at Benefits and a Card, uh, the 497 telephone number. Okay. All right. Yeah. And then, um, when you send that over to me in my email, is that gonna show me, like, where I can go? I... Honestly, I've always just had, um, like BlueCross from BlueShield. I quit to take care of my mom, so this is all kind of new to me. With my company I just had, you know, um, I worked for a big doctor's office and it was just all of our insurance was taken care of for us. So this is all a little different to me. Would that come through? Would it show me where I can go for my eye exam and what would all be, like, covered with it? Um, yeah. So the benefit guide that I'm emailing you will have, uh, all your plans highlighted for you, um, just to show what's covered, what's not covered, et cetera. But I'll go ahead and include telephone numbers to find those providers. All you have to do- Oh, perfect. ... is provide them with your zip code when you do call them. Okay. Yeah, 'cause like I said, I do have somebody already... I have it scheduled somewhere and I don't know if we'd have to cancel it to go somebody, somewhere else for it. So all right. I, I appreciate you doing that. Yeah. But the email that you should be looking out for, for that information will be coming from info, that's I-N-F-O, @benefitsandacard.com. Um, but just give me about two or three minutes to work on that email for you. Um, but if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay? Perfect. All right. Thank you so much. You're welcome, Kim. You have a great day, okay? You too. Alrighty, bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah. So I was calling to get some information. I guess the company that I w- working for, um, switched over to this Benefit and a Card. And I, um... They didn't tell us they were switching over and I j- I saw the email on Friday afternoon and I was trying to get some information together on it. And so today, I was trying to find someone to explain this to me at, um, Nor... Is it Nora Staff or something? 'Cause I work for Global Health. And unfortunately, the lady is not in the office today to help, and it has to be... I, I, I think they're saying that this all has to be done, finished today, the paperwork. Um, so I don't know if you can give me any information on this. I, I saw that there was, like, some different plans and I wanted to get the one that, um, that I get the most benefit out of. But I, uh, I don't understand what I'm supposed to do and they're saying that everything has to be put in today. And I also have, like, an eye exam scheduled for on the 5th and I'm not even sure I can go to the place that I was going to when I had my other insurance that we had before we switched over to this.

Speaker speaker_0: Yeah. Um, I can help you figure everything out. So Nor Staffing, what's the last four of your Social?

Speaker speaker_1: Okay. 6403.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kim Wright.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kim?

Speaker speaker_1: Sure. It's 1035 West Main Street, Annville, PA 17003.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: March the 7th, 1969.

Speaker speaker_0: And a good telephone number has a 717-304-8512?

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email address is young-o@comcast.net?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like you are currently enrolled into dental, uh, term life, which is life insurance, vision, and the VIP Classic, which is your medical plan, all for employee only. However, checking my calendar, you did become active in a coverage as of today, so you should be receiving physical ID cards early next week. Um, I can, I could possibly email you a, uh, benefit guide and highlight what plans you're currently enrolled into so you can compare what's covered, what's not covered, et cetera.

Speaker speaker_1: Okay. And I mean, is that... Did they just put me in the, the, the benefit that we could get? Or is there a better benefit that I'm able to get? Like, they were s- it was, it was shown something like an elite one or VIP thing, and I wasn't sure about what all those were and which plan that I was in.

Speaker speaker_0: Yes. So you were enrolled into the VIP Classic, which covers hospitals, doctors and medications. However, they do have another benefit or medical plan called the Elite Pro, which still covers hospitals, doctors and medications. Just the insurance carrier pays more to cover things specifically. Um, so prime example, let's see here. So say for example you're in intensive care unit, so say if you're in the ER, um, under the VIP Classic, the insurance carrier will pay \$100 a day for a max of 20 days. While under the Elite Pro, they'll pay out \$600 a day for a max of five days. And so you still have a little bit more coverage on the Elite Pro versus the VIP Classic, um, that's why I was gonna email you a copy of a benefit guide and highlight-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... what plan you are enrolled into so you can compare.

Speaker speaker_1: Okay. So h- how long do I have if I wanna go to that Elite, like, to change that over to go to a better plan?

Speaker speaker_0: Uh, let's see. Well, we received your first or initial hire date from Nor Staffing on January 23rd of 2025. So let's see here. There's 31 days in January, so February 21st or 22nd. Let me verify that.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see here. Let's see. From... 23rd. So yes. So your cutoff date would be February 22nd, if we received your initial hire date from Nor Staffing as of January 23rd.

Speaker speaker_1: Okay. So I have till then to call in and say do I call you or do w- do I do that through Nor Staff? Or how do I do that if I wanna change back?

Speaker speaker_0: Um, yeah, you just reach back out, r- reach back out to us at Benefits and a Card, uh, the 497 telephone number.

Speaker speaker_1: Okay. All right. Yeah. And then, um, when you send that over to me in my email, is that gonna show me, like, where I can go? I... Honestly, I've always just had, um, like BlueCross from BlueShield. I quit to take care of my mom, so this is all kind of new to me. With my company I just had, you know, um, I worked for a big doctor's office and it was just all of our insurance was taken care of for us. So this is all a little different to me. Would that come through? Would it show me where I can go for my eye exam and what would all be, like, covered with it?

Speaker speaker_0: Um, yeah. So the benefit guide that I'm emailing you will have, uh, all your plans highlighted for you, um, just to show what's covered, what's not covered, et cetera. But I'll go ahead and include telephone numbers to find those providers. All you have to do-

Speaker speaker_1: Oh, perfect.

Speaker speaker_0: ... is provide them with your zip code when you do call them.

Speaker speaker_1: Okay. Yeah, 'cause like I said, I do have somebody already... I have it scheduled somewhere and I don't know if we'd have to cancel it to go somebody, somewhere else for it. So all right. I, I appreciate you doing that.

Speaker speaker_0: Yeah. But the email that you should be looking out for, for that information will be coming from info, that's I-N-F-O, @benefitsandacard.com. Um, but just give me about two or three minutes to work on that email for you. Um, but if you don't see it in your inbox, be sure to check your spam or check your junk folder to be on the safe side, okay?

Speaker speaker_1: Perfect. All right. Thank you so much.

Speaker speaker_0: You're welcome, Kim. You have a great day, okay?

Speaker speaker_1: You too. Alrighty, bye-bye.

Speaker speaker_0: All right. Bye-bye.