

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? Hey, Justin. This is Mary Walker. I'm with WorkSource, and I have an employee who's tryi- was trying to get, um, asked some questions to determine what, uh, benefits he should take out. He spoke with somebody a few minutes ago that hung up on him. So, I ju- he just came to the office and I said I would give, uh, I would call myself, so I'm gonna hand you over to him. Okay. That should be fine. Hello? Hey, so the WorkSource? Yes, sir. What's the last four of your Social? Uh, 2214. And your first and last name? Marcus Gardner. Hey, Marcus. Do you have your form yet? It's Marcus Gardner. And you said you recently just started with, um, the WorkSource, correct? Yes. She said that, uh, it may not be in there. Yeah, that's... 'Cause I was about to ask. Just sent it. Let's see. Just had some questions about the benefits. No worries. I'm trying to pull a benefit guide. Bear with me one second. And what were your questions? Um, the... It says here, um, VIP, um, Class and then VIP Plus and Pro. Uh, which one covers, uh, like my medications and stuff? Um, so I do know that I'll- Like their doc? Rega- regular doctor's visits? On this, yes. Yeah. Yeah. So, I do know that all of the VIP plans, they do cover your hospital visits, doctor visits and medication coverage, so they do all cover those three things. Um, I do know that the Stay Healthy MEC, that just covers preventative services only. So, like physicals, diabetes screenings, vaccinations, stuff like that. I bet it can have blood pressure, so I have, uh, several medications that I, I was just wondering which one would be the better policy, because they have, like, four here, like one for 17.72, 33.60, 27. Yes, sir. Um, so you, so the only major difference between all of the VIP plans is how much the insurance carrier pays to cover things. Um, so say for- Mm-hmm. ... example. Let's see. I'm trying to give a p- perfect example. Bear with me one second. I'm s- I'm single, so it'd just be for me. Mm-hmm. Let's see. So, the only major difference, like I said, would be how much the insurance carrier pays to cover things. Um, so say for example you have to get surgery in a ho- in a physician's office. Under the VIP Standard, the insurance carrier will pay \$125 a day, uh, while under the Classic, they'll pay out \$250 a day. So, there's a difference between those. Um, now regarding the VIP Plus and the VIP Pro, that one just more of, like, hospital admission benefit and surgery in hospitals. Um, under the VIP Plus, the insurance carrier will pay \$1,000 a day. Under the Plus, uh, under the Pro, they'll pay out \$2,000. So, pretty much the only difference is how much the carrier pays for certain things. Okay. But the Stan- the Standard, it'll cover my medical... Or I mean, my, like, uh, medications and stuff like that and doctor visits? Correct, because it covers hospitals, doctors and medications. Yes, sir. Okay. All right then. That's what I wanted to find out for sure. Uh, okay. All right. Well, thank you very much. You're welcome. You have a great day, okay? You too. Thank you. All right. Bye-bye. Did you get what you needed?

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: Hey, Justin. This is Mary Walker. I'm with WorkSource, and I have an employee who's tryi- was trying to get, um, asked some questions to determine what, uh, benefits he should take out. He spoke with somebody a few minutes ago that hung up on him. So, I ju- he just came to the office and I said I would give, uh, I would call myself, so I'm gonna hand you over to him.

Speaker speaker_0: Okay. That should be fine.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey, so the WorkSource?

Speaker speaker_2: Yes, sir.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_2: Uh, 2214.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Marcus Gardner.

Speaker speaker_1: Hey, Marcus. Do you have your form yet? It's Marcus Gardner.

Speaker speaker_0: And you said you recently just started with, um, the WorkSource, correct?

Speaker speaker_2: Yes. She said that, uh, it may not be in there.

Speaker speaker_0: Yeah, that's... 'Cause I was about to ask.

Speaker speaker_2: Just sent it.

Speaker speaker_0: Let's see.

Speaker speaker_2: Just had some questions about the benefits.

Speaker speaker_0: No worries. I'm trying to pull a benefit guide. Bear with me one second. And what were your questions?

Speaker speaker_2: Um, the... It says here, um, VIP, um, Class and then VIP Plus and Pro. Uh, which one covers, uh, like my medications and stuff?

Speaker speaker_0: Um, so I do know that I'll-

Speaker speaker_2: Like their doc?

Speaker speaker_0: Rega- regular doctor's visits?

Speaker speaker_2: On this, yes.

Speaker speaker_0: Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_0: So, I do know that all of the VIP plans, they do cover your hospital visits, doctor visits and medication coverage, so they do all cover those three things. Um, I do know that the Stay Healthy MEC, that just covers preventative services only. So, like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_2: I bet it can have blood pressure, so I have, uh, several medications that I, I was just wondering which one would be the better policy, because they have, like, four here, like one for 17.72, 33.60, 27.

Speaker speaker_0: Yes, sir. Um, so you, so the only major difference between all of the VIP plans is how much the insurance carrier pays to cover things. Um, so say for-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... example. Let's see. I'm trying to give a p- perfect example. Bear with me one second.

Speaker speaker_2: I'm s- I'm single, so it'd just be for me.

Speaker speaker_0: Mm-hmm. Let's see. So, the only major difference, like I said, would be how much the insurance carrier pays to cover things. Um, so say for example you have to get surgery in a ho- in a physician's office. Under the VIP Standard, the insurance carrier will pay \$125 a day, uh, while under the Classic, they'll pay out \$250 a day. So, there's a difference between those. Um, now regarding the VIP Plus and the VIP Pro, that one just more of, like, hospital admission benefit and surgery in hospitals. Um, under the VIP Plus, the insurance carrier will pay \$1,000 a day. Under the Plus, uh, under the Pro, they'll pay out \$2,000. So, pretty much the only difference is how much the carrier pays for certain things.

Speaker speaker_2: Okay. But the Stan- the Standard, it'll cover my medical... Or I mean, my, like, uh, medications and stuff like that and doctor visits?

Speaker speaker_0: Correct, because it covers hospitals, doctors and medications. Yes, sir.

Speaker speaker_2: Okay. All right then. That's what I wanted to find out for sure. Uh, okay. All right. Well, thank you very much.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Did you get what you needed?