

## **Transcript: Justin**

**Mills-6366888090845184-5471456263323648**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. I have a question about your benefits stuff. Um, does your benefits cover emergency room visits? Yes. Some of the medical plans cover hospitals, doctors, and medications, and then preventative services as well. Okay, but not, not necessarily an emergency, emergency something happens that you have to go to the emergency room for? There is coverage for that, yes. The coverage is for hospitals, which is emergency rooms, doctors, and- Yeah. ... medications. Yes, sir. Do you know which plan that is? Um, what's the staffing agency you work for? Uh, Site Staffing. Site Staffing. Let's see here. Let me pull one of their benefit guides up. Bear with me one second. Let's see. Just two, okay, so should be the N-Sure Plus. Just bear with me. So the VIP plans, so the VIP Standard, Classic, and the Plus all cover hospitals, doctors, and medications. All right. So any of the VIP plans will ta- cover that. All right. Correct. Wonderful, thank you so much. You're welcome. You have a great day, okay? Yep, you too. 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: Hi. I have a question about your benefits stuff. Um, does your benefits cover emergency room visits?

Speaker speaker\_0: Yes. Some of the medical plans cover hospitals, doctors, and medications, and then preventative services as well.

Speaker speaker\_1: Okay, but not, not necessarily an emergency, emergency something happens that you have to go to the emergency room for?

Speaker speaker\_0: There is coverage for that, yes. The coverage is for hospitals, which is emergency rooms, doctors, and-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... medications. Yes, sir.

Speaker speaker\_1: Do you know which plan that is?

Speaker speaker\_0: Um, what's the staffing agency you work for?

Speaker speaker\_1: Uh, Site Staffing.

Speaker speaker\_0: Site Staffing. Let's see here. Let me pull one of their benefit guides up. Bear with me one second. Let's see. Just two, okay, so should be the N-Sure Plus. Just bear with me. So the VIP plans, so the VIP Standard, Classic, and the Plus all cover hospitals, doctors, and medications.

Speaker speaker\_1: All right. So any of the VIP plans will ta- cover that. All right.

Speaker speaker\_0: Correct.

Speaker speaker\_1: Wonderful, thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Yep, you too. Bye.