

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? Hi. How are you, Justin? How are you? Doing pretty well, and yourself? Okay. I'm here working, employee in BG 40 Family, you know? This is Marty, Marty who give it to me the number. I need to apply for insurance for Blue Shirts and Blue Shields, uh, with all of it. Uh, yeah, I can op- enroll you in the benefits offered through BG Staffing. However, the insurance carrier isn't Blue Cross Blue Shield. It's through- Yeah, I need, I need, ah- ... American Public Life. ... yeah, I need this please. How much your minimum money you'll cut this for me every month automatically? Ah, well, let me try pulling your file. So BG Staffing, what's the last four of your Social? Yeah, uh, you need the whole Social? The last four. 4- 4251. And your first and last name? Mohamed Cassim Al-Sawalna. And for security purposes, could you verify your home address, including city, state and zip code, Mohamed? Yeah. Uh, 11015 Four Points Drive, Austin, Texas 78726, Apartment 2207. And your date of birth? October 13, 1969. And a good telephone number I have is 512-662-7034. Perfect. And your email I have is your last name.usa1@gmail? Yes. Okay. You need other email, I give it to you? sam@yahoo.com? Okay. So let's see here. Sam_1969_sam@yahoo.com. Okay. So let's see here. So I do know that BG Staffing, they offer four different medical plans. Um, the first medical plan that's offered is the MEC TelRx. Now that one's just their basic preventative healthcare service plan. Yeah, I- I have a- It covers like physicals. ... yep, I- I need, I need basic. No need eyes, no need dentist. I need only sometime I sick, I go community care. I sick, I go hospital. Uh, that's it. Uh, H-E-B, uh, for pharmacy I take it, the medicine. That's it. I need this basic. How much minimum? How about- How much this money, money? So the VIP Standard would run you \$16.78 per week. 16? \$16.78 per week, yes sir. Maybe a, maybe... No monthly? No monthly. It's weekly deductions. Oh. But, uh, this a little bit maybe cheap, maybe good if you go hospital, good for medicine you will charge for me. Yes, so the VIP Standard, uh, covers hospitals, doctors and medications. Yes, sir. If you go hospit- if you go the doctor, how much you charge for me? If you have this, the insurance? Um, so let's see. So the insurance carrier pays set dollar amounts to cover things as long as copays have been met. However, if you go to the doctor or the hospital... Let's see. Hospital admission benefit under the VIP Standard, which is that same plan I offered, uh, \$500 a day for a max of one day. How much? \$500 a day. So that's how much the carrier will pay for that visit. Visit is 500? That's how much the insurance carrier will pay for that visit. Like, they'll cover for that visit if you go to the hospital. Uh-huh. And community care? And what was that again? I'm sorry. If you go community care, if, uh- So preventative care? Uh-huh. Community care. Um, so the VIP plans, they only cover hospital visits, doctors and medications. They don't cover preventative services. Um, the MEC TelRx covers your preventative services. No, not too much more money, the insurance, or only 16? Um, so the plan that I said earlier, the VIP Standard, which covers hospitals, doctors

and medications, \$16.78 per week. Oh, no, no, no, not too much more. No 32? We have 32 monthly. Uh, VIP Classic at \$18.55, and then the VIP+ at \$29.74. Which one good? If you high, how much if you high? I need which one high. Um, well the highest tier that's offered through BG Staffing is the VIP+ 'cause it's \$29.74. 29? Yes, \$29.74. \$29... 30 data maybe. 30 data? No, sir. That's the only thing that's offered. Those four medical plans, they range from the \$15.65 to the \$29.74. Yeah, this may be... This good? If you how much you hospital visitor or community care or, uh, or medicine at H-E-B? Um, so with medications, same coverage, 10, 20 or \$30 for generic prescriptions, um, under the VIP+. For your hospital admission benefit, the insurance carrier will pay \$1,000 for that visit. Same thing for surgery- Oh, yeah? ... for example. Oh. That's how much they will pay to cover for those visits. No, no, sorry. If you go the hospital. I'm me sick. I take it the insurance this. You, how much you charge for me? \$1,000? No, sir. That's how much the insurance carrier will pay to cover for that visit. They are paying. Okay. Probably, probably, how much you charge for me, the doctor? Probably, how much you charge for me, the doctor? Sometimes \$15, \$20, \$50? Um, so your co... were, are you talking about copays? I honestly have no idea what you're talking about, sir. Yeah. If you, I mean, you go visit the doctor, I mean, sick, sometimes stomach, sometime like that. You pin, you charge for me, the doctor, how much? \$50 if you have insurance? Uh, well, the copay is usually- How much is for me? So, the copay is usually \$25 for regular doctor's visit. However, if it's a specialist- Okay. Okay. Yeah, yeah. Yeah. This here. This good. Yeah. You're now good for 32, if you do it for me? So, you want the VIP+? Yeah, \$32. No high, only 32. Monthly or weekly? It's weekly. \$29, so two nine dollars and seven, four cents. 29? 29? Correct. Uh-huh. S- s- s- only, only this high? No, no more high? That's the only, that's the highest tier that's offered through BG Staffing, sir. Yeah, okay. Yes, I need this. 29, okay. I need it. Do you authorize BG Staffing to make my deduction for you? No, for me? I'm asking, do you authorize your employer to make that \$29.74 deduction- Uh-huh. Uh-huh. ... off your paycheck? Okay, okay. Okay. Got it. So, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$29.74 that comes off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later- So you mean every Fri- every Friday you coming with me check? Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Okay. But other than that- Got it. ... is there anything else- Yeah, I got it. ... I can help you out with today? Got it, got it. Everything good. Thank you so much. This, okay. You're welcome. Have a great day, okay? Very well. You, too. I wait in the carton mailbox. Okay. Okay, thank you so much. Appreciate it. Thank you. Blue shirts, blue shirts. You're welcome. Okay? All right. Bye-bye. 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: Hi. How are you, Justin? How are you?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: Okay. I'm here working, employee in BG 40 Family, you know? This is Marty, Marty who give it to me the number. I need to apply for insurance for Blue Shirts and Blue Shields, uh, with all of it.

Speaker speaker_0: Uh, yeah, I can op- enroll you in the benefits offered through BG Staffing. However, the insurance carrier isn't Blue Cross Blue Shield. It's through-

Speaker speaker_1: Yeah, I need, I need, ah-

Speaker speaker_0: ... American Public Life.

Speaker speaker_1: ... yeah, I need this please. How much your minimum money you'll cut this for me every month automatically?

Speaker speaker_0: Ah, well, let me try pulling your file. So BG Staffing, what's the last four of your Social?

Speaker speaker_1: Yeah, uh, you need the whole Social?

Speaker speaker_0: The last four.

Speaker speaker_1: 4- 4251.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mohamed Cassim Al-Sawalna.

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

Speaker speaker_1: Yeah. Uh, 11015 Four Points Drive, Austin, Texas 78726, Apartment 2207.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: October 13, 1969.

Speaker speaker_0: And a good telephone number I have is 512-662-7034.

Speaker speaker_1: Perfect.

Speaker speaker_0: And your email I have is your last name.usa1@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: You need other email, I give it to you? sam@yahoo.com?

Speaker speaker_0: Okay. So let's see here.

Speaker speaker_1: Sam_1969_sam@yahoo.com.

Speaker speaker_0: Okay. So let's see here. So I do know that BG Staffing, they offer four different medical plans. Um, the first medical plan that's offered is the MEC TelRx. Now that

one's just their basic preventative healthcare service plan.

Speaker speaker_1: Yeah, I- I have a-

Speaker speaker_0: It covers like physicals.

Speaker speaker_1: ... yep, I- I need, I need basic. No need eyes, no need dentist. I need only sometime I sick, I go community care. I sick, I go hospital. Uh, that's it. Uh, H-E-B, uh, for pharmacy I take it, the medicine. That's it. I need this basic. How much minimum?

Speaker speaker_0: How about-

Speaker speaker_1: How much this money, money?

Speaker speaker_0: So the VIP Standard would run you \$16.78 per week.

Speaker speaker_1: 16?

Speaker speaker_0: \$16.78 per week, yes sir.

Speaker speaker_1: Maybe a, maybe... No monthly?

Speaker speaker_0: No monthly. It's weekly deductions.

Speaker speaker_1: Oh. But, uh, this a little bit maybe cheap, maybe good if you go hospital, good for medicine you will charge for me.

Speaker speaker_0: Yes, so the VIP Standard, uh, covers hospitals, doctors and medications. Yes, sir.

Speaker speaker_1: If you go hospit- if you go the doctor, how much you charge for me? If you have this, the insurance?

Speaker speaker_0: Um, so let's see. So the insurance carrier pays set dollar amounts to cover things as long as copays have been met. However, if you go to the doctor or the hospital... Let's see. Hospital admission benefit under the VIP Standard, which is that same plan I offered, uh, \$500 a day for a max of one day.

Speaker speaker_1: How much?

Speaker speaker_0: \$500 a day. So that's how much the carrier will pay for that visit.

Speaker speaker_1: Visit is 500?

Speaker speaker_0: That's how much the insurance carrier will pay for that visit. Like, they'll cover for that visit if you go to the hospital.

Speaker speaker_1: Uh-huh. And community care?

Speaker speaker_0: And what was that again? I'm sorry.

Speaker speaker_1: If you go community care, if, uh-

Speaker speaker_0: So preventative care?

Speaker speaker_1: Uh-huh. Community care.

Speaker speaker_0: Um, so the VIP plans, they only cover hospital visits, doctors and medications. They don't cover preventative services. Um, the MEC TelRx covers your preventative services.

Speaker speaker_1: No, not too much more money, the insurance, or only 16?

Speaker speaker_0: Um, so the plan that I said earlier, the VIP Standard, which covers hospitals, doctors and medications, \$16.78 per week.

Speaker speaker_1: Oh, no, no, no, not too much more. No 32? We have 32 monthly.

Speaker speaker_0: Uh, VIP Classic at \$18.55, and then the VIP+ at \$29.74.

Speaker speaker_1: Which one good? If you high, how much if you high? I need which one high.

Speaker speaker_0: Um, well the highest tier that's offered through BG Staffing is the VIP+ 'cause it's \$29.74.

Speaker speaker_1: 29?

Speaker speaker_0: Yes, \$29.74.

Speaker speaker_1: \$29... 30 data maybe. 30 data?

Speaker speaker_0: No, sir. That's the only thing that's offered. Those four medical plans, they range from the \$15.65 to the \$29.74.

Speaker speaker_1: Yeah, this may be... This good? If you how much you hospital visitor or community care or, uh, or medicine at H-E-B?

Speaker speaker_0: Um, so with medications, same coverage, 10, 20 or \$30 for generic prescriptions, um, under the VIP+. For your hospital admission benefit, the insurance carrier will pay \$1,000 for that visit. Same thing for surgery-

Speaker speaker_1: Oh, yeah?

Speaker speaker_0: ... for example.

Speaker speaker_1: Oh.

Speaker speaker_0: That's how much they will pay to cover for those visits.

Speaker speaker_1: No, no, sorry. If you go the hospital. I'm me sick. I take it the insurance this. You, how much you charge for me? \$1,000?

Speaker speaker_0: No, sir. That's how much the insurance carrier will pay to cover for that visit. They are paying.

Speaker speaker_1: Okay. Probably, probably, how much you charge for me, the doctor? Probably, how much you charge for me, the doctor? Sometimes \$15, \$20, \$50?

Speaker speaker_0: Um, so your co... were, are you talking about copays? I honestly have no idea what you're talking about, sir.

Speaker speaker_1: Yeah. If you, I mean, you go visit the doctor, I mean, sick, sometimes stomach, sometime like that. You pin, you charge for me, the doctor, how much? \$50 if you have insurance?

Speaker speaker_0: Uh, well, the copay is usually-

Speaker speaker_1: How much is for me?

Speaker speaker_0: So, the copay is usually \$25 for regular doctor's visit. However, if it's a specialist-

Speaker speaker_1: Okay. Okay. Yeah, yeah. Yeah. This here. This good. Yeah. You're now good for 32, if you do it for me?

Speaker speaker_0: So, you want the VIP+?

Speaker speaker_1: Yeah, \$32. No high, only 32. Monthly or weekly?

Speaker speaker_0: It's weekly. \$29, so two nine dollars and seven, four cents.

Speaker speaker_1: 29? 29?

Speaker speaker_0: Correct.

Speaker speaker_1: Uh-huh. S- s- s- only, only this high? No, no more high?

Speaker speaker_0: That's the only, that's the highest tier that's offered through BG Staffing, sir.

Speaker speaker_1: Yeah, okay. Yes, I need this. 29, okay. I need it.

Speaker speaker_0: Do you authorize BG Staffing to make my deduction for you?

Speaker speaker_1: No, for me?

Speaker speaker_0: I'm asking, do you authorize your employer to make that \$29.74 deduction-

Speaker speaker_1: Uh-huh. Uh-huh.

Speaker speaker_0: ... off your paycheck?

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Got it.

Speaker speaker_0: So, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$29.74 that comes off your paycheck, coverage begins the Monday we receive that deduction from

BG Staffing. Seven to 10 business days later-

Speaker speaker_1: So you mean every Fri- every Friday you coming with me check?

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: But other than that-

Speaker speaker_1: Got it.

Speaker speaker_0: ... is there anything else-

Speaker speaker_1: Yeah, I got it.

Speaker speaker_0: ... I can help you out with today?

Speaker speaker_1: Got it, got it. Everything good. Thank you so much. This, okay.

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

Speaker speaker_1: Very well. You, too. I wait in the carton mailbox.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay, thank you so much. Appreciate it. Thank you. Blue shirts, blue shirts.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay?

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.