

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, sir. I got a message right now, just from one of the Partners Personnel. You talk about Yeah, the text message you received was a courtesy reminder from the Partners Personnel letting you know you're eligible to be enrolled into their health insurance. I did. I read it so I'm good. What was that again? I'm sorry. I said, yes, sir. I got that. Okay. So, do you want to be enrolled? Yes, no. Okay, so Partners Personnel, what's the last four of your social? 9875. And your first and last name? Ronald, R-O-N-A-L-D, Ballow, B as in boy, A-L-L-E. And for security purposes, can you verify your home address including city, state and zip code? Uh, well, it's 1019 North Euclid Street, uh, Santa Ana, California 92703, I think. And your date of birth? June 4th 1995. And a good telephone number have a 747-358-5735? That's it, sir. And email ron.ballow39@gmail? Mm-hmm. Okay. Um, now did you receive a benefit guide through Partners Personnel by any chance or no? Uh, no, sir. I did receive a message from them one time about going to their, uh, website, but otherwise never. Okay. Um, so I went ahead and emailed you a copy of a benefit guide just so you have it. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Gotcha. Yeah. Um, so let's see. So, I do know that Partners Personnel, um, they offer five different medical plans. One of the medical plans is the MEC TeleRx. Now, that just covers all of your preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80 per week. Then they have three other medical plans, the VIP plans. Those actually cover your hospitals, doctors and medication coverage. The only major difference between the standard plus and the prime is how much the insurance carrier pays to cover things. Those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital and medication coverage at \$43.76 a week. Uh, that one covers preexisting and all that stuff? Uh, let me verify that. It's not bad news. Yeah. So, it's not telling me anything about preexisting. So, I would assume that it would be covered, but, um, may be more of a carrier- Yeah. I'm sorry? I said it may be more of a carrier question. Yeah, yeah. Okay. Uh, thank you for that. Uh, what was the second price for that one? It was not 30 or 43, not 43 a week. Right? Or 44. Um, yes. So, you had the MEC TeleRx, which just covered the preventative healthcare services. That's \$16.80. Then you had the three VIP plans ranging from \$17.66 to \$43.28. And the last medical plan is the MEC Enhanced, uh, \$43.76 a week. Yeah, I guess I've been looking and reading up on these. Um, trying to find, trying to save money or make more money because the insurance coverage is so low. I totally understand. Um, so I went ahead and emailed you a copy of a benefit guide just so you have something to look at. However, I do know you owe 30 days from your first paycheck to make that final decision, okay? Okay. Is this better? Is there anything else I can assist you with today,

Ronald? No, sir. Uh, not unless you're going to try to put me through some trouble, but I guess I'll try to. Thanks very much. You're welcome. Have a great day. Have a blessed day. Yes, sir. You as well. Bye. All right, now I feel like I can get off this phone.

Conversation Format

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

Speaker speaker_1: Uh, yes, sir. I got a message right now, just from one of the Partners Personnel. You talk about

Speaker speaker_2: Yeah, the text message you received was a courtesy reminder from the Partners Personnel letting you know you're eligible to be enrolled into their health insurance.

Speaker speaker_1: I did. I read it so I'm good.

Speaker speaker_2: What was that again? I'm sorry.

Speaker speaker_1: I said, yes, sir. I got that.

Speaker speaker_2: Okay. So, do you want to be enrolled?

Speaker speaker_1: Yes, no.

Speaker speaker_2: Okay, so Partners Personnel, what's the last four of your social?

Speaker speaker_1: 9875.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: Ronald, R-O-N-A-L-D, Ballow, B as in boy, A-L-L-E.

Speaker speaker_2: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker_1: Uh, well, it's 1019 North Euclid Street, uh, Santa Ana, California 92703, I think.

Speaker speaker_2: And your date of birth?

Speaker speaker_1: June 4th 1995.

Speaker speaker_2: And a good telephone number have a 747-358-5735?

Speaker speaker_1: That's it, sir.

Speaker speaker_2: And email ron.ballow39@gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, now did you receive a benefit guide through Partners Personnel by any chance or no?

Speaker speaker_1: Uh, no, sir. I did receive a message from them one time about going to their, uh, website, but otherwise never.

Speaker speaker_2: Okay. Um, so I went ahead and emailed you a copy of a benefit guide just so you have it. Um, email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Gotcha. Yeah.

Speaker speaker_2: Um, so let's see. So, I do know that Partners Personnel, um, they offer five different medical plans. One of the medical plans is the MEC TeleRx. Now, that just covers all of your preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$16.80 per week. Then they have three other medical plans, the VIP plans. Those actually cover your hospitals, doctors and medication coverage. The only major difference between the standard plus and the prime is how much the insurance carrier pays to cover things. Those range from \$17.66 to \$43.28. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital and medication coverage at \$43.76 a week.

Speaker speaker_1: Uh, that one covers preexisting and all that stuff?

Speaker speaker_2: Uh, let me verify that.

Speaker speaker_1: It's not bad news.

Speaker speaker_2: Yeah. So, it's not telling me anything about preexisting. So, I would assume that it would be covered, but, um, may be more of a carrier-

Speaker speaker_1: Yeah. I'm sorry?

Speaker speaker_2: I said it may be more of a carrier question.

Speaker speaker_1: Yeah, yeah. Okay. Uh, thank you for that. Uh, what was the second price for that one? It was not 30 or 43, not 43 a week. Right? Or 44.

Speaker speaker_2: Um, yes. So, you had the MEC TeleRx, which just covered the preventative healthcare services. That's \$16.80. Then you had the three VIP plans ranging from \$17.66 to \$43.28. And the last medical plan is the MEC Enhanced, uh, \$43.76 a week.

Speaker speaker_1: Yeah, I guess I've been looking and reading up on these. Um, trying to find, trying to save money or make more money because the insurance coverage is so low.

Speaker speaker_2: I totally understand. Um, so I went ahead and emailed you a copy of a benefit guide just so you have something to look at. However, I do know you owe 30 days from your first paycheck to make that final decision, okay?

Speaker speaker_1: Okay. Is this better?

Speaker speaker_2: Is there anything else I can assist you with today, Ronald?

Speaker speaker_1: No, sir. Uh, not unless you're going to try to put me through some trouble, but I guess I'll try to. Thanks very much.

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

Speaker speaker_1: Have a blessed day. Yes, sir.

Speaker speaker_0: You as well.

Speaker speaker_1: Bye. All right, now I feel like I can get off this phone.