

## Transcript: Pamela

**Blanc-4507841705984000-5232028758228992**

### Full Transcript

Thank you for calling Benefits Hello. Um, I was wanting, um, to enroll in, um, to r- to enroll with benefits with you guys. You said to enroll? Um, well, yes. I am going through an assistant staffing agency, um, and I had a couple questions regarding, um, the whole process. No problem. Okay, what's the name of the staffing agency? Um... It's called Associates- Associated Staffing in Hastings, Nebraska. And- and the last four digits of your social? The last four of my social? Yes, so I could pull up your file. Uh, 7570. Thank you. And your first and last name? Anay Rodriguez. First name spelled A-N-A-Y. Mrs. Rodriguez, for security- Yeah. ... reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 217 East 2nd Street, Hastings, Nebraska. Date of birth is March 9th of 2003. Okay. Uh, we have a phone number on file, 402-984-5560 and email at closerchild818@gmail.com. Yes. All right. So w- and what are your questions, ma'am? Um, so do I currently have benefits with you guys? No, but you are eligible to enroll. Okay, um, could I go ahead and enroll? If so, you know what plan would you like to enroll to? Um, no, I am not 100% sure. What- what plans do you guys have? They only offer two medical plans, uh, vision and behavioral health. Okay. And then- Which one's, uh... Could you explain to me which one each one is? Sure. The- they have a plan called Stay Healthy, which is just a preventive care plan. The way the plan works, you, um, have to use a- you have to use a participating provider in order for the- for the... So sorry, I'm just trying to read something here for your benefit. No, you're fine. Um, so the prev- the preventive care is, um, just, let's say, if you need to check your cholesterol, diabetes, that type of preventive care- Mm-hmm. ... perhaps need a mammogram. You are responsible to pay for the doctor's visit, but you are... Um, the insurance gonna cover the actual procedure. Okay. And... Let's see, and that costs \$18 and... Then the VIP Choice, that plan, um, costs \$15.73. Let's see, uh, the way this plan works, um, the insurance have a set amount. If they're gonna pay anything above that amount, will be, um, your responsibility. Okay. Uh, let's say for example, if you need to go to the doctor's office, insurance gonna cover \$75 towards the visit and you have four- four visits per year. The difference of it, it will be your responsibility. Okay. Um, so that one has, that one covers more? Well, yeah, 'cause you will be able to go to the hospital- Oh, okay. ... as well and, um, you could combine both of them if you would like to. Okay. It will give you more coverage. Okay. And how much is that? Uh, let's see, if you combine both of them, it will be \$34.15 for pre-check. Okay. Um, and so that's gonna cover more? Yeah, 'cause you could combine both plans, but say if you do use your preventive care, the \$75 that it's, um, you could use it towards your doctor's visit. Okay, yeah. Um, okay, so do you guys... Um, it, it would only work up until... So, like, if I enroll now would I, would I be enrolled now? Like, I would be able to use my benefits right away? No, ma'am. Oh. It takes about two to three weeks. Two to three business days? Two to three weeks. Oh, okay. Hmm. Okay. Hmm. So if you would like, you

still have time to think about it. I could send you a benefit guide. Well, it's- um, well, it's because right now I am, um, dealing with stomach problems, and I am trying to figure out how I can go about paying for the labs that need to be done. And I just spoke to my, um, my doctor, and they're going to let me know on the 20th with how much the plan is going to cost. So I'm not sure if that, that, um, policy or that, the benefits would cover any type of like labs. Oh, okay. But yeah, um, if, if you enroll today, you, you won't be able to use it. You're gonna have to wait. No, yeah. But, yeah. Yeah, no, but then like if I can just go ahead and, um, move the date if, if it does cover the lab is what I'm trying to say. Oh, all right. Well, I could transfer you to the actual carrier. You could tell them exactly what type of blood work you're going to be, um, having, and they will be able to tell you exactly if it's covered and, and all that. I don't have that information. Okay. Okay. Um, so I would have to speak to a different, um- Yeah, because we, the only thing we do is administrate- Department? Yes. The only thing we do is administrate the health insurance for your company. Now, the actual carrier is another place they, um, but I could transfer you to them. Okay. Um, yes. Could I get... Would you have to transfer me or could I get their number? Um, do you want me to get their number? Because I wouldn't know. Okay, yes. Okay. So for the Stay Healthy, which is the preventive care, um, that number is 800-833-4296. Okay. It is 800- Mm-hmm. 833- 4296? Yes, and your option is number two. I'm sorry, no, number one, option one. Option one? Yes. And then that will be for your Stay Healthy plan, um, because they, um, VIP, the other plan, it goes through a different carrier. So on the other one, you're going to call, her name is Sandra. Okay. And her phone number is 601- Uh, what is it? 601- Yes. 9363287. Okay. All right. Anything else I can do for you now? So, Andrea, her, that's her phone number. Who is she? She's the, um... She works, she works for the carrier. You just gotta let her know that you're planning to enroll through the staffing agency. The name of the, you could give her the name of the staffing agency. Um, you're planning to enroll in the medical plan, but there's a specific, um, procedures that you would like to know if they cover the procedures and how much would they cover. Okay. And both numbers you're going to ask the same question. Okay. And if you decide to enroll, you could give us a call and, um, we could go ahead and help you. Okay. Sounds good. Thank you so much. Thank you for giving us a call. Have a great rest of the day. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits

Speaker speaker\_1: Hello. Um, I was wanting, um, to enroll in, um, to r- to enroll with benefits with you guys.

Speaker speaker\_0: You said to enroll?

Speaker speaker\_1: Um, well, yes. I am going through an assistant staffing agency, um, and I had a couple questions regarding, um, the whole process.

Speaker speaker\_0: No problem. Okay, what's the name of the staffing agency?

Speaker speaker\_1: Um... It's called Associates- Associated Staffing in Hastings, Nebraska.

Speaker speaker\_0: And- and the last four digits of your social?

Speaker speaker\_1: The last four of my social?

Speaker speaker\_0: Yes, so I could pull up your file.

Speaker speaker\_1: Uh, 7570.

Speaker speaker\_0: Thank you. And your first and last name?

Speaker speaker\_1: Anay Rodriguez. First name spelled A-N-A-Y.

Speaker speaker\_0: Mrs. Rodriguez, for security-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 217 East 2nd Street, Hastings, Nebraska. Date of birth is March 9th of 2003.

Speaker speaker\_0: Okay. Uh, we have a phone number on file, 402-984-5560 and email at closerchild818@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So w- and what are your questions, ma'am?

Speaker speaker\_1: Um, so do I currently have benefits with you guys?

Speaker speaker\_0: No, but you are eligible to enroll.

Speaker speaker\_1: Okay, um, could I go ahead and enroll?

Speaker speaker\_0: If so, you know what plan would you like to enroll to?

Speaker speaker\_1: Um, no, I am not 100% sure. What- what plans do you guys have?

Speaker speaker\_0: They only offer two medical plans, uh, vision and behavioral health.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then-

Speaker speaker\_1: Which one's, uh... Could you explain to me which one each one is?

Speaker speaker\_0: Sure. The- they have a plan called Stay Healthy, which is just a preventive care plan. The way the plan works, you, um, have to use a- you have to use a participating provider in order for the- for the... So sorry, I'm just trying to read something here for your benefit.

Speaker speaker\_1: No, you're fine.

Speaker speaker\_0: Um, so the prev- the preventive care is, um, just, let's say, if you need to check your cholesterol, diabetes, that type of preventive care-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... perhaps need a mammogram. You are responsible to pay for the doctor's visit, but you are... Um, the insurance gonna cover the actual procedure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And... Let's see, and that costs \$18 and... Then the VIP Choice, that plan, um, costs \$15.73. Let's see, uh, the way this plan works, um, the insurance have a set amount. If they're gonna pay anything above that amount, will be, um, your responsibility.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, let's say for example, if you need to go to the doctor's office, insurance gonna cover \$75 towards the visit and you have four- four visits per year. The difference of it, it will be your responsibility.

Speaker speaker\_1: Okay. Um, so that one has, that one covers more?

Speaker speaker\_0: Well, yeah, 'cause you will be able to go to the hospital-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... as well and, um, you could combine both of them if you would like to.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It will give you more coverage.

Speaker speaker\_1: Okay. And how much is that?

Speaker speaker\_0: Uh, let's see, if you combine both of them, it will be \$34.15 for pre-check.

Speaker speaker\_1: Okay. Um, and so that's gonna cover more?

Speaker speaker\_0: Yeah, 'cause you could combine both plans, but say if you do use your preventive care, the \$75 that it's, um, you could use it towards your doctor's visit.

Speaker speaker\_1: Okay, yeah. Um, okay, so do you guys... Um, it, it would only work up until... So, like, if I enroll now would I, would I be enrolled now? Like, I would be able to use my benefits right away?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_1: Oh.

Speaker speaker\_0: It takes about two to three weeks.

Speaker speaker\_1: Two to three business days?

Speaker speaker\_0: Two to three weeks.

Speaker speaker\_1: Oh, okay. Hmm. Okay. Hmm.

Speaker speaker\_0: So if you would like, you still have time to think about it. I could send you a benefit guide.

Speaker speaker\_1: Well, it's- um, well, it's because right now I am, um, dealing with stomach problems, and I am trying to figure out how I can go about paying for the labs that need to be done. And I just spoke to my, um, my doctor, and they're going to let me know on the 20th with how much the plan is going to cost. So I'm not sure if that, that, um, policy or that, the benefits would cover any type of like labs.

Speaker speaker\_0: Oh, okay. But yeah, um, if, if you enroll today, you, you won't be able to use it. You're gonna have to wait.

Speaker speaker\_1: No, yeah.

Speaker speaker\_0: But, yeah.

Speaker speaker\_1: Yeah, no, but then like if I can just go ahead and, um, move the date if, if it does cover the lab is what I'm trying to say.

Speaker speaker\_0: Oh, all right. Well, I could transfer you to the actual carrier. You could tell them exactly what type of blood work you're going to be, um, having, and they will be able to tell you exactly if it's covered and, and all that. I don't have that information.

Speaker speaker\_1: Okay. Okay. Um, so I would have to speak to a different, um-

Speaker speaker\_0: Yeah, because we, the only thing we do is administrate-

Speaker speaker\_1: Department?

Speaker speaker\_0: Yes. The only thing we do is administrate the health insurance for your company. Now, the actual carrier is another place they, um, but I could transfer you to them.

Speaker speaker\_1: Okay. Um, yes. Could I get... Would you have to transfer me or could I get their number?

Speaker speaker\_0: Um, do you want me to get their number?

Speaker speaker\_1: Because I wouldn't know. Okay, yes.

Speaker speaker\_0: Okay. So for the Stay Healthy, which is the preventive care, um, that number is 800-833-4296.

Speaker speaker\_1: Okay. It is 800-

Speaker speaker\_0: Mm-hmm. 833-

Speaker speaker\_1: 4296?

Speaker speaker\_0: Yes, and your option is number two. I'm sorry, no, number one, option one.

Speaker speaker\_1: Option one?

Speaker speaker\_0: Yes. And then that will be for your Stay Healthy plan, um, because they, um, VIP, the other plan, it goes through a different carrier. So on the other one, you're going to call, her name is Sandra.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And her phone number is 601-

Speaker speaker\_1: Uh, what is it? 601-

Speaker speaker\_0: Yes. 9363287.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Anything else I can do for you now?

Speaker speaker\_1: So, Andrea, her, that's her phone number. Who is she? She's the, um...

Speaker speaker\_0: She works, she works for the carrier. You just gotta let her know that you're planning to enroll through the staffing agency. The name of the, you could give her the name of the staffing agency. Um, you're planning to enroll in the medical plan, but there's a specific, um, procedures that you would like to know if they cover the procedures and how much would they cover.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And both numbers you're going to ask the same question.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And if you decide to enroll, you could give us a call and, um, we could go ahead and help you.

Speaker speaker\_1: Okay. Sounds good. Thank you so much.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too.