

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is... speaking. How may I help you? Hello. My name is Caleb King. Well, I need a little bit of help. I'm trying to figure out, um, which plan to get, and I need a plan name in order to find out if my specific, um, care team is covered. I have to have them covered. Um, and so- So you need the... What is, what is it that is needs to be covered? It's a, it's a care team called UAB Health Services. So it's a facility. Um, and so- I could provide you with a website or transfer you to the number where you could find the providers. Uh- So I actually spoke to those people yesterday, and they said I had to have a plan name first. Oh, okay. So what's the staffing agency you work for? Um, Hospitality, Hospitality Staffing Solutions. Okay. So HSS. Have you seen the benefit guide? I seen it, I saw it, but it did not have a actual benefit name. It had no, no plan name on it. What's the last four digits of your social? It's 1503. Your first and last name, sir. Caleb King. Again, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. It's 3527 7th Court South, Apartment A, Birmingham, Alabama 35222. Unless they changed it. Then, then there's a second one. It's 157 Park West Lane, Alabaster, Alabama 35007. We have here 35277- Okay. Yes, ma'am. Okay. So we have a telephone number on file to 205-602-3684, and your email is tracycal, Calhoun- Yeah. ... 1990 email account. Correct. Yeah. So... One second. So HSS offer different medical plans, like, let's see. Yeah. So there's four medical plans. And what I could- Okay. ... do which is gonna be easier for you, is to- Mm-hmm. ... choose the correct plan. I can send you the benefit guide with all the plans- Okay. ... and prices that they offer. You still have until March 3rd to enroll. Okay. Right? Okay. So it will go to your email. Check your spam- Okay. ... if it's still there. Um, it's coming in from INFO@Benefitsinacar. Um- Okay. You're gonna look for... Let me see the name of it, number of the page that will be easier for you. On my end, it's page number two. It might look different on your end. Okay. But it says Plan Benefits Summary. Okay. Will it tell me the name of the plan? Yeah, yeah. It should be Stay Healthy, which is a preventive care plan, and then- Okay. ... you have the VIP Standard and the Stay Healthy Enhanced. And then they have- Okay. ... another plan. Yeah. Okay. They have another plan called MVP. That one is more towards the traditional, and it does have a really high deductible that you have to meet. And it's- How much is that? Sorry? How much is the high deductible? 6500. Jesus. Okay. Yeah. But there, I've sent you everything you will be able to choose from the lowest plan that they also offer. Okay. Thank you. Okay. No problem. If you have any questions after you use the benefit guide and go over it, just give us a call and we'll be more than happy to help you. Okay. Thank you so much.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is... speaking. How may I help you?

Speaker speaker_1: Hello. My name is Caleb King. Well, I need a little bit of help. I'm trying to figure out, um, which plan to get, and I need a plan name in order to find out if my specific, um, care team is covered. I have to have them covered. Um, and so-

Speaker speaker_0: So you need the... What is, what is it that is needs to be covered?

Speaker speaker_1: It's a, it's a care team called UAB Health Services. So it's a facility. Um, and so-

Speaker speaker_0: I could provide you with a website or transfer you to the number where you could find the providers. Uh-

Speaker speaker_1: So I actually spoke to those people yesterday, and they said I had to have a plan name first.

Speaker speaker_0: Oh, okay. So what's the staffing agency you work for?

Speaker speaker_1: Um, Hospitality, Hospitality Staffing Solutions.

Speaker speaker_0: Okay. So HSS. Have you seen the benefit guide?

Speaker speaker_1: I seen it, I saw it, but it did not have a actual benefit name. It had no, no plan name on it.

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

Speaker speaker_1: It's 1503.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: Caleb King.

Speaker speaker_0: Again, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. It's 3527 7th Court South, Apartment A, Birmingham, Alabama 35222. Unless they changed it. Then, then there's a second one. It's 157 Park West Lane, Alabaster, Alabama 35007.

Speaker speaker_0: We have here 35277-

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Okay. So we have a telephone number on file to 205-602-3684, and your email is tracycal, Calhoun-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 1990 email account.

Speaker speaker_1: Correct.

Speaker speaker_0: Yeah. So... One second. So HSS offer different medical plans, like, let's see. Yeah. So there's four medical plans. And what I could-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do which is gonna be easier for you, is to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... choose the correct plan. I can send you the benefit guide with all the plans-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and prices that they offer. You still have until March 3rd to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Right?

Speaker speaker_1: Okay.

Speaker speaker_0: So it will go to your email. Check your spam-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if it's still there. Um, it's coming in from INFO@Benefitsinacar. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: You're gonna look for... Let me see the name of it, number of the page that will be easier for you. On my end, it's page number two. It might look different on your end.

Speaker speaker_1: Okay.

Speaker speaker_0: But it says Plan Benefits Summary.

Speaker speaker_1: Okay. Will it tell me the name of the plan?

Speaker speaker_0: Yeah, yeah. It should be Stay Healthy, which is a preventive care plan, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you have the VIP Standard and the Stay Healthy Enhanced. And then they have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... another plan. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: They have another plan called MVP. That one is more towards the traditional, and it does have a really high deductible that you have to meet. And it's-

Speaker speaker_1: How much is that?

Speaker speaker_0: Sorry?

Speaker speaker_1: How much is the high deductible?

Speaker speaker_0: 6500.

Speaker speaker_1: Jesus. Okay.

Speaker speaker_0: Yeah. But there, I've sent you everything you will be able to choose from the lowest plan that they also offer.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Okay. No problem. If you have any questions after you use the benefit guide and go over it, just give us a call and we'll be more than happy to help you.

Speaker speaker_1: Okay. Thank you so much.