

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center 10 o'clock. This is Pamela speaking, how may I help you? Uh, only I ask about the health insurance for, uh, how much the deductible every week for that if I apply? Oh, it all depends on who, who you work for. Uh- Oh, I work in the Norcom. ... if you have... Excuse me? I'm working in the Norcom. That's the name of the staffing agency? Uh, somebody, uh, like, uh, sent message for me if I can, if I can enroll now because the end of the month- I need to know the name of the staffing agency you work for in order to assist you. Oh, the Wag- Wagner Agency. Okay. May I have the last four digits of your Social? 6966, ma'am. Your first and last name. Mary Ann Watts. M-A-R-Y A-N-N, Watts. Watts. W-A-T-T-S. All right. Um, can you please verify your complete address and date of birth for security reasons and to make sure we are in the correct file? Okay. 106 Forest Wood Drive, Griffin, Georgia 30223. 19... September 9, 1969. Right. Thank you for the information. Have you seen the benefit guide and the plans that they offer? Hmm, no. These insurance are not like major insurance. Mm-hmm. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Mm-hmm. The only, they, um, they only have one plan that has deductible which is really high. It's \$6,500. Um, then the rest of the plans, they do not have copays or deductibles. For example, they have two different medical plans. Mm-hmm. One called VIP Classic, costs \$18.55. And then they have the VIP Plus which is \$37.83. Um, let's say, um, the VIP Classic, if, if you want to go to the doctor's, they gonna pay \$50 towards the visit. Mm-hmm. Any amount above that will be your responsibility. And the VIP Plus will cover \$100, \$150, I'm sorry. Same thing, anything above that amount will be your responsibility and you have four visits per year. Mm-hmm. Now the plan that they have which ha- it has a deductible of \$6,500, um, the premium will be for employee only, monthly \$563.39. And you have to meet that amount before the, um, \$6,500 before they start paying 100%. Okay. That's how that works. Um, if you would like I can send you an email- All right. ... with the benefit guide so you can see all the plans, what they offer, how much you will be paying and how much the insurance is going to cover for each procedure. I'll, I can send you an email if you would like. Okay. Uh, maybe this afternoon I want to call back with my husband so that he can com- Okay. ... he can, uh, explain and I can understand all of, all about that because... Okay. I understand. No problem. Uh, um, we here till eight o'clock Eastern Time, Monday through Friday. All right, thank you, ma'am. Thank you for giving us a call. Okay. Have a great rest of the day. Mm, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Center 10 o'clock. This is Pamela speaking, how may I help you?

Speaker speaker_2: Uh, only I ask about the health insurance for, uh, how much the deductible every week for that if I apply?

Speaker speaker_1: Oh, it all depends on who, who you work for. Uh-

Speaker speaker_2: Oh, I work in the Norcom.

Speaker speaker_1: ... if you have... Excuse me?

Speaker speaker_2: I'm working in the Norcom.

Speaker speaker_1: That's the name of the staffing agency?

Speaker speaker_2: Uh, somebody, uh, like, uh, sent message for me if I can, if I can enroll now because the end of the month-

Speaker speaker_1: I need to know the name of the staffing agency you work for in order to assist you.

Speaker speaker_2: Oh, the Wag- Wagner Agency.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 6966, ma'am.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Mary Ann Watts. M-A-R-Y A-N-N, Watts.

Speaker speaker_1: Watts.

Speaker speaker_2: W-A-T-T-S.

Speaker speaker_1: All right. Um, can you please verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker_2: Okay. 106 Forest Wood Drive, Griffin, Georgia 30223. 19... September 9, 1969.

Speaker speaker_1: Right. Thank you for the information. Have you seen the benefit guide and the plans that they offer?

Speaker speaker_2: Hmm, no.

Speaker speaker_1: These insurance are not like major insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: They already have a set amount that they're going to pay. Anything above that amount will be your responsibility.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The only, they, um, they only have one plan that has deductible which is really high. It's \$6,500. Um, then the rest of the plans, they do not have copays or deductibles. For example, they have two different medical plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: One called VIP Classic, costs \$18.55. And then they have the VIP Plus which is \$37.83. Um, let's say, um, the VIP Classic, if, if you want to go to the doctor's, they gonna pay \$50 towards the visit.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Any amount above that will be your responsibility. And the VIP Plus will cover \$100, \$150, I'm sorry. Same thing, anything above that amount will be your responsibility and you have four visits per year.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Now the plan that they have which ha- it has a deductible of \$6,500, um, the premium will be for employee only, monthly \$563.39. And you have to meet that amount before the, um, \$6,500 before they start paying 100%.

Speaker speaker_2: Okay.

Speaker speaker_1: That's how that works. Um, if you would like I can send you an email-

Speaker speaker_2: All right.

Speaker speaker_1: ... with the benefit guide so you can see all the plans, what they offer, how much you will be paying and how much the insurance is going to cover for each procedure. I'll, I can send you an email if you would like.

Speaker speaker_2: Okay. Uh, maybe this afternoon I want to call back with my husband so that he can com-

Speaker speaker_1: Okay.

Speaker speaker_2: ... he can, uh, explain and I can understand all of, all about that because... Okay.

Speaker speaker_1: I understand. No problem. Uh, um, we here till eight o'clock Eastern Time, Monday through Friday.

Speaker speaker_2: All right, thank you, ma'am.

Speaker speaker_1: Thank you for giving us a call.

Speaker speaker_2: Okay.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_2: Mm, you too.