

Transcript: Pamela

Blanc-4940236827967488-5897210973437952

Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you? Hi, my name is Phyllis Kohler and I was told to call you guys. Um, I'm going to be working for Clinical Staffing Resources, and I wanted to know if I can add my daughter onto the insurance. Okay. So you're gonna start working for them and you want to... I couldn't hear the last part you said. I want to- I want to add another beneficiary onto the insurance plan. Okay. Am I able to do that? Mm-hmm. May I have the last four digits of your Social so I can pull up your file? You don't have a file yet. It's, um, they told me to call you and ask if there was a possibility, if I worked for you guys, could I add my daughter on? But in order for me, so for us to add your daughter to be your beneficiary, we need to have a file. We usually get the file at- Yeah. ... like a week after you start working. If you wanna call back, um, when you have a week end, then we might have the, uh, the file available that the ... Okay. ... you enrolled in the benefits or- So, does the, does Clinical Resource, does the company allow people to add on beneficiaries? Are they- Well, if- Does the company allow us? They told me to call you guys and ask the question. Okay, ma'am. We represent them for the health insurance. They do also- I got it. ... buy life insurance. Now if you want to ... No, no, no. I'm talking health insurance. Health insurance. Oh, okay. So yes, you could allow, we, you are allowed to add her to your health insurance. Okay. But then again, if we don't, if, if you haven't start working, most likely we don't have your file yet. Mm-hmm. Okay. And um... Okay. But if you... Go ahead. No, no, no, I'm listening. There's a delay. There's a delay. Okay. I'm sorry. On our end of the communication. No problem. So if you're willing or, or not willing, if you remember when you enrolled in, we could go ahead and create the file, add your child. Mm-hmm. Or if you, um, if not, just give us a call like a week after you start working, and we'll go ahead, um, and add your child to your benefits. You have 30 days from your first paycheck to do anything that's on your benefits. Oh, okay. Okay. Okay. That's what I wanted to know. All right. Thank you. Okay. I appreciate it. No problem. And is there something else for me? Do you, do you know about how much, roughly how much it is to add on? It will depend on the f- So, in other words. It, it all depends on the benefit you have chosen or the plan. Not, it, it doesn't, it, let me, let me pull up your benefit guide. Give me one second so I can give you an idea. Can you repeat the name of the staffing agency? Nope. It's Clinical, right? Um, yeah. Clinical, uh, yeah. Let me see what they said. So let's say you have chosen, um, the StayHealthy plan, which is the preventive care plan, right? Mm-hmm. So that one, for you and your child, like for you, it's \$17.67. Now if you add your child, it's like \$23.24. It's roughly like between three to four dollars. Okay. Now c- if I chose, can I choose a PPO or a higher plan if I wanted? Um, they, I don't know if you're aware that these are not like major insurance. They're not? No. These plans, uh, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. They do have a plan, oh no, they do not offer it. So I could

give you an example. Um, they have a plan called the VIP Classic. If you choose that plan and you wanna go to the doctor's office visit, you, the insurer's gonna pay \$50 for such visit, and you have four visits per year. Okay, so it's not like real insurance, like a real health insurance plan? It's kind of a supplement? They, you know, this is through the staffing agency, so it's pretty much like a weekly, weekly basic health insurance. weekday you pay, weekday you are covered. And like I said, they already have a set amount that they're gonna pay. They do have a plan called the StayHealthy Enhanced that you could use for your preventive care, also at the hospital. Um, that one you do have a copay to your doctor's visit, which is \$10 per visit. You have four visits per year each member. In this case, you'll have four visits and your daughter will have four visits. And, uh, let's see, for you and your child, that will be \$70.56 for a paycheck. Okay. All righty. All right, that helps. Okay, thank you very, very much. I appreciate it. Thank you for giving us a call. Have a great rest of the day. All righty, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, my name is Phyllis Kohler and I was told to call you guys. Um, I'm going to be working for Clinical Staffing Resources, and I wanted to know if I can add my daughter onto the insurance.

Speaker speaker_0: Okay. So you're gonna start working for them and you want to... I couldn't hear the last part you said.

Speaker speaker_1: I want to- I want to add another beneficiary onto the insurance plan.

Speaker speaker_0: Okay.

Speaker speaker_1: Am I able to do that?

Speaker speaker_0: Mm-hmm. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: You don't have a file yet. It's, um, they told me to call you and ask if there was a possibility, if I worked for you guys, could I add my daughter on?

Speaker speaker_0: But in order for me, so for us to add your daughter to be your beneficiary, we need to have a file. We usually get the file at-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... like a week after you start working. If you wanna call back, um, when you have a week end, then we might have the, uh, the file available that the ...

Speaker speaker_1: Okay.

Speaker speaker_0: ... you enrolled in the benefits or-

Speaker speaker_1: So, does the, does Clinical Resource, does the company allow people to add on beneficiaries? Are they-

Speaker speaker_0: Well, if-

Speaker speaker_1: Does the company allow us? They told me to call you guys and ask the question.

Speaker speaker_0: Okay, ma'am. We represent them for the health insurance. They do also-

Speaker speaker_1: I got it.

Speaker speaker_0: ... buy life insurance. Now if you want to ...

Speaker speaker_1: No, no, no. I'm talking health insurance. Health insurance.

Speaker speaker_0: Oh, okay. So yes, you could allow, we, you are allowed to add her to your health insurance.

Speaker speaker_1: Okay.

Speaker speaker_0: But then again, if we don't, if, if you haven't start working, most likely we don't have your file yet.

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: And um...

Speaker speaker_1: Okay.

Speaker speaker_0: But if you... Go ahead.

Speaker speaker_1: No, no, no, I'm listening. There's a delay. There's a delay.

Speaker speaker_0: Okay. I'm sorry.

Speaker speaker_1: On our end of the communication.

Speaker speaker_0: No problem. So if you're willing or, or not willing, if you remember when you enrolled in, we could go ahead and create the file, add your child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Or if you, um, if not, just give us a call like a week after you start working, and we'll go ahead, um, and add your child to your benefits. You have 30 days from your first paycheck to do anything that's on your benefits.

Speaker speaker_1: Oh, okay. Okay. Okay. That's what I wanted to know. All right. Thank you.

Speaker speaker_0: Okay.

Speaker speaker_1: I appreciate it.

Speaker speaker_0: No problem. And is there something else for me?

Speaker speaker_1: Do you, do you know about how much, roughly how much it is to add on?

Speaker speaker_0: It will depend on the f-

Speaker speaker_1: So, in other words.

Speaker speaker_0: It, it all depends on the benefit you have chosen or the plan. Not, it, it doesn't, it, let me, let me pull up your benefit guide. Give me one second so I can give you an idea. Can you repeat the name of the staffing agency?

Speaker speaker_1: Nope.

Speaker speaker_0: It's Clinical, right?

Speaker speaker_1: Um, yeah. Clinical, uh, yeah. Let me see what they said.

Speaker speaker_0: So let's say you have chosen, um, the StayHealthy plan, which is the preventive care plan, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that one, for you and your child, like for you, it's \$17.67. Now if you add your child, it's like \$23.24. It's roughly like between three to four dollars.

Speaker speaker_1: Okay. Now c- if I chose, can I choose a PPO or a higher plan if I wanted?

Speaker speaker_0: Um, they, I don't know if you're aware that these are not like major insurance.

Speaker speaker_1: They're not?

Speaker speaker_0: No. These plans, uh, they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. They do have a plan, oh no, they do not offer it. So I could give you an example. Um, they have a plan called the VIP Classic. If you choose that plan and you wanna go to the doctor's office visit, you, the insurer's gonna pay \$50 for such visit, and you have four visits per year.

Speaker speaker_1: Okay, so it's not like real insurance, like a real health insurance plan? It's kind of a supplement?

Speaker speaker_0: They, you know, this is through the staffing agency, so it's pretty much like a weekly, weekly basic health insurance. weekday you pay, weekday you are covered. And like I said, they already have a set amount that they're gonna pay. They do have a plan called the StayHealthy Enhanced that you could use for your preventive care, also at the hospital. Um, that one you do have a copay to your doctor's visit, which is \$10 per visit. You have four visits per year each member. In this case, you'll have four visits and your daughter will have four visits. And, uh, let's see, for you and your child, that will be \$70.56 for a paycheck.

Speaker speaker_1: Okay. All righty. All right, that helps. Okay, thank you very, very much. I appreciate it.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: All righty, thank you. Bye-bye.