

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hi. My name is Martha. Um, I recently started a job, um, with Creative Circle and I wanted to sign up for one of the insurance plans. I was unable to do so online. Okay. You said Creative Circle? Yes. May I have the last four digits of your Social? 7029. 7029? 7029. And your first and last name? First name is Martha, M-A-R-T-H-A. Last name is Filipos, P-H-I-L-I-P-O-S. 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. So it's going to be 9308 48th Place, College Park, Maryland, 20740. And the date of birth? March 13, 2001. Thank you for the information. We have a telephone number on file, 443-546-5849, and your email is your first name last name @gmail.com. Perfect. Okay. And do you know the plan that you would like to enroll to? So I actually had a question for you. Um, I, sorry, I'm... This is the second time I'm signing up for insurance on my own, and my other job just had a standard one. Mm-hmm. Um, I was just wondering, what's the difference between Insure Plus Premier Enhanced and just Insure Plus? The difference is the amount that the insurance gonna pay- Okay. ... and the amount that you're gonna be paying for paycheck. Okay. And then for the Insurance Plus Premier, does that include, um, visits to the doctor or is it just for the hospital? Yes. Um, let me give you a... Let me... I'm pulling up the benefit guide. So yeah, when you go to the, um, doctor, you pay- it, the insurance gonna cover \$75 towards the visit. Okay. And then the enhanced would just do... They all pay... It doesn't matter which one you issue, they all pay \$75. The difference, um, between them goes more towards the hospital. Oh, okay. That makes sense. Okay. Um, could I do the Insure Plus Premier, please? Sure. Is this employee only? Yes, just me. Okay. Anything that you guys think or propose for me? Pardon? Would you like to enroll in anything else besides the insu- Insure Plus Premier? Um, that's it, please. Or am I able to do that and the Stay Healthy, or no? Yes. Okay. Um... Yes, you can. And the Stay Healthy, that's... The visits to the doctor are free under that one, correct? No. I mean, the \$75 you could use it towards the visit with the Stay Healthy. Because the Stay Healthy, you will have to use a participating provider in order for the procedures to be covered 100%. What if I just went on to a checkup, though? Is that covered? It's, it's, it's covered. Like let's say you, um... Physical, um, mammogram, pap smear, it will be covered under the Stay Healthy. Um, but like I said, you have to use a participating provider in order for the procedures to be covered 100%. Okay. I think I'm just gonna do Insurance Plus Premier. No problem. Thank you. The benefits will start the following Monday after we receive the first premium from your employer. Okay. Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. Well, actually, it will go to your email, but if you need a physical card, you could give us a call or call directly to the carrier and they will send out a physical card. Awesome. Thank you so much. No problem. Anything else I could do for you, ma'am? That

was it. Thank you for giving us a call today. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. My name is Martha. Um, I recently started a job, um, with Creative Circle and I wanted to sign up for one of the insurance plans. I was unable to do so online.

Speaker speaker_0: Okay. You said Creative Circle?

Speaker speaker_1: Yes.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 7029.

Speaker speaker_0: 7029?

Speaker speaker_1: 7029.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name is Martha, M-A-R-T-H-A. Last name is Filipos, P-H-I-L-I-P-O-S.

Speaker speaker_0: 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. So it's going to be 9308 48th Place, College Park, Maryland, 20740.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: March 13, 2001.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 443-546-5849, and your email is your first name last name @gmail.com.

Speaker speaker_1: Perfect.

Speaker speaker_0: Okay. And do you know the plan that you would like to enroll to?

Speaker speaker_1: So I actually had a question for you. Um, I, sorry, I'm... This is the second time I'm signing up for insurance on my own, and my other job just had a standard one.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I was just wondering, what's the difference between Insure Plus Premier Enhanced and just Insure Plus?

Speaker speaker_0: The difference is the amount that the insurance gonna pay-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and the amount that you're gonna be paying for paycheck.

Speaker speaker_1: Okay. And then for the Insurance Plus Premier, does that include, um, visits to the doctor or is it just for the hospital?

Speaker speaker_0: Yes. Um, let me give you a... Let me... I'm pulling up the benefit guide. So yeah, when you go to the, um, doctor, you pa- it, the insurance gonna cover \$75 towards the visit.

Speaker speaker_1: Okay. And then the enhanced would just do...

Speaker speaker_0: They all pay... It doesn't matter which one you i- issue, they all pay \$75. The difference, um, between them goes more towards the hospital.

Speaker speaker_1: Oh, okay. That makes sense. Okay. Um, could I do the Insure Plus Premier, please?

Speaker speaker_0: Sure. Is this employee only?

Speaker speaker_1: Yes, just me.

Speaker speaker_0: Okay. Anything that you guys think or propose for me?

Speaker speaker_1: Pardon?

Speaker speaker_0: Would you like to enroll in anything else besides the insu- Insure Plus Premier?

Speaker speaker_1: Um, that's it, please. Or am I able to do that and the Stay Healthy, or no?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Um...

Speaker speaker_0: Yes, you can.

Speaker speaker_1: And the Stay Healthy, that's... The visits to the doctor are free under that one, correct?

Speaker speaker_0: No. I mean, the \$75 you could use it towards the visit with the Stay Healthy. Because the Stay Healthy, you will have to use a participating provider in order for the procedures to be covered 100%.

Speaker speaker_1: What if I just went on to a checkup, though? Is that covered?

Speaker speaker_0: It's, it's, it's covered. Like let's say you, um... Physical, um, mammogram, pap smear, it will be covered under the Stay Healthy. Um, but like I said, you have to use a participating provider in order for the procedures to be covered 100%.

Speaker speaker_1: Okay. I think I'm just gonna do Insurance Plus Premier.

Speaker speaker_0: No problem.

Speaker speaker_1: Thank you.

Speaker speaker_0: The benefits will start the following Monday after we receive the first premium from your employer.

Speaker speaker_1: Okay.

Speaker speaker_0: Then your ID card will be authorized to generate in the system, will be mailed out to you within seven to 10 days. Well, actually, it will go to your email, but if you need a physical card, you could give us a call or call directly to the carrier and they will send out a physical card.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: No problem. Anything else I could do for you, ma'am?

Speaker speaker_1: That was it.

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

Speaker speaker_1: You too. Bye.