

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Um, hi. Um, this is Susan Anigabor. Mm-hmm. Um, I'm calling to... um, I'm trying to enroll for, um, insurance through, um, my job and I just have some questions, like, regarding the insurance and, like, you know, like, the what hospital is a network, you know, with insurance. Okay. And who do you work for, ma'am? HCC. HCC? Yes. Okay. May I have the last 14 years of your Social so I can pull up your file? 1240. Thank you. Your first and last name? Susan Anigabor. Mrs. Anigabor, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1900 93 Avenue, Apartment 1037, Dallas, Texas. The zip code 75208. Date of birth June 1, 1995. Thank you for the information. We have a phone number on file, 469-826-5510. Yeah. And your email is your first initial. Yeah. Or your first name, your last name at yahoo.com? That's correct. Okay. Uh, can you... Yeah. And do you know what plan would you like to enroll to? Um... I mean, what are the different plans? So they have two, four different medical plans. Uh-huh. So there's VIP Plus, the VIP Prime, the Stay Healthy Enhanced and the Stay Healthy. Okay. Um- Have you seen the benefit guide? Um, I'm in a... I guess I'm online now, that's my benefits, is at card.com and I'm, like, just going over it. I see the VIP Plus and just the VIP Prime, that's why it's here in my hand. Mm-hmm. So the difference between them is the amount that you're gonna be paying per paycheck. The Plus is 31- \$31.71 and the Prime is, uh, \$43.41. Now we... Let's see. Give you a good example of both of them so you can see the difference of what they... Where is this thing here? Okay. Uh. Okay. So let's say, uh, you go to your doctor's visit. Mm-hmm. The insur- the VIP Plus will cover \$100 towards the visit. You'll have four visits per year and the VIP Prime will cover 150 and you've got, and you have the same amount of days per year. Okay. Um, that's how, that's how they pretty much work is the amount they, the insurance covering and the amount that you're gonna be paying. That's for the VIP Plus and Prime. Okay. So the VIP Prime covers... um, does it still cover, like, the same four visits in a year? If it, they cover? Yeah. So the VIP Prime... I think you said the VIP Plus covers four visits. Mm-hmm. Or- If they cover the same amount of visits regardless which com- Okay. So it's the- Yeah. Mm-hmm. Okay. Um, um, also too, like, I guess, I, I wanted to really know, like, if my... is affected, like, in my hosp- like the hospital that I usually go to, like, would they still- Well, I could give you a website or a phone number to transfer you there. Okay. And they will be able to provide you with that information. We do not have it. Um- Okay. ... we are not in the same area as you are. Okay. Okay. So the... if you would like, I could email you the guide with all the information. Okay. Yeah, I will- And there you will find the phone number and, and the website. Okay. I would love that. Yeah. And, um, we also, you will be able to see more information towards the, the benefit guide. I mean, the guide, the... sorry. The plans that they

offer. Okay. All right. Any other questions? No. Um, I'll, yeah, I'll just, uh, wait for the guide so I can, like, go right into the... you know, get the number there so I can stick it somewhere Okay. ... that's open for them. Yeah. You could go online as well. You will find the, uh, the, the, the website there and, um, and you, you could use either your ZIP code or your city. Okay. And the open enrollment is until the 27th of this month so you still have until the 27th to enroll. Okay. But the benefit guide will be coming from info@benefitsinacar. Mm-hmm. Check your spam or junk mail. It might go there. Okay. All right. Um- And what's the website so I can already start looking at it? Okay. It's called MultiPlan. So, like, M-U-L-T-I? Mm-hmm. Multi, I. Plan. Okay. Okay. All right. Um- Um, anything else I could do for you? Uh, uh, sorry. One second. I'm trying to see- No problem. ... how this works. Uh-huh. So basically, this is the, um, this is the insurance and I can put, like, what facility, um, on the search bar and see if it's in network, right? Mm-hmm. Okay. Okay. All right. Thank you. Um- And you can also c-... oh. Go ahead. I'm sorry. Oh, no, you're fine. Mm-hmm. All right. All right. Thank you so much. Okay. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, hi. Um, this is Susan Anigabor.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I'm calling to... um, I'm trying to enroll for, um, insurance through, um, my job and I just have some questions, like, regarding the insurance and, like, you know, like, the what hospital is a network, you know, with insurance.

Speaker speaker_1: Okay. And who do you work for, ma'am?

Speaker speaker_2: HCC.

Speaker speaker_1: HCC?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. May I have the last 14 years of your Social so I can pull up your file?

Speaker speaker_2: 1240.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Susan Anigabor.

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

Speaker speaker_2: 1900 93 Avenue, Apartment 1037, Dallas, Texas. The zip code 75208.
Date of birth June 1, 1995.

Speaker speaker_1: Thank you for the information. We have a phone number on file,
469-826-5510.

Speaker speaker_2: Yeah.

Speaker speaker_1: And your email is your first initial.

Speaker speaker_2: Yeah.

Speaker speaker_1: Or your first name, your last name at yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, can you...

Speaker speaker_1: Yeah. And do you know what plan would you like to enroll to?

Speaker speaker_2: Um... I mean, what are the different plans?

Speaker speaker_1: So they have two, four different medical plans.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So there's VIP Plus, the VIP Prime, the Stay Healthy Enhanced and the Stay Healthy.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Have you seen the benefit guide?

Speaker speaker_2: Um, I'm in a... I guess I'm online now, that's my benefits, is at card.com and I'm, like, just going over it. I see the VIP Plus and just the VIP Prime, that's why it's here in my hand.

Speaker speaker_1: Mm-hmm. So the difference between them is the amount that you're gonna be paying per paycheck. The Plus is 31- \$31.71 and the Prime is, uh, \$43.41. Now we... Let's see. Give you a good example of both of them so you can see the difference of what they... Where is this thing here? Okay. Uh. Okay. So let's say, uh, you go to your doctor's visit.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The insur- the VIP Plus will cover \$100 towards the visit. You'll have four visits per year and the VIP Prime will cover 150 and you've got, and you have the same amount of days per year.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, that's how, that's how they pretty much work is the amount they, the insurance covering and the amount that you're gonna be paying. That's for the VIP Plus and Prime.

Speaker speaker_2: Okay. So the VIP Prime covers... um, does it still cover, like, the same four visits in a year?

Speaker speaker_1: If it, they cover?

Speaker speaker_2: Yeah. So the VIP Prime... I think you said the VIP Plus covers four visits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Or-

Speaker speaker_1: If they cover the same amount of visits regardless which com-

Speaker speaker_2: Okay. So it's the-

Speaker speaker_1: Yeah. Mm-hmm.

Speaker speaker_2: Okay. Um, um, also too, like, I guess, I, I wanted to really know, like, if my... is affected, like, in my hosp- like the hospital that I usually go to, like, would they still-

Speaker speaker_1: Well, I could give you a website or a phone number to transfer you there.

Speaker speaker_2: Okay.

Speaker speaker_1: And they will be able to provide you with that information. We do not have it. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we are not in the same area as you are.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So the... if you would like, I could email you the guide with all the information.

Speaker speaker_2: Okay. Yeah, I will-

Speaker speaker_1: And there you will find the phone number and, and the website.

Speaker speaker_2: Okay. I would love that.

Speaker speaker_1: Yeah. And, um, we also, you will be able to see more information towards the, the benefit guide. I mean, the guide, the... sorry. The plans that they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Any other questions?

Speaker speaker_2: No. Um, I'll, yeah, I'll just, uh, wait for the guide so I can, like, go right into the... you know, get the number there so I can stick it somewhere

Speaker speaker_3: Okay.

Speaker speaker_2: ... that's open for them. Yeah.

Speaker speaker_1: You could go online as well. You will find the, uh, the, the, the website there and, um, and you, you could use either your ZIP code or your city.

Speaker speaker_2: Okay.

Speaker speaker_1: And the open enrollment is until the 27th of this month so you still have until the 27th to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: But the benefit guide will be coming from info@benefitsinacar.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Check your spam or junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Um-

Speaker speaker_2: And what's the website so I can already start looking at it?

Speaker speaker_1: Okay. It's called MultiPlan.

Speaker speaker_2: So, like, M-U-L-T-I?

Speaker speaker_1: Mm-hmm. Multi, I. Plan.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Um-

Speaker speaker_1: Um, anything else I could do for you?

Speaker speaker_2: Uh, uh, sorry. One second. I'm trying to see-

Speaker speaker_1: No problem.

Speaker speaker_2: ... how this works. Uh-huh. So basically, this is the, um, this is the insurance and I can put, like, what facility, um, on the search bar and see if it's in network, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Um-

Speaker speaker_1: And you can also c-... oh. Go ahead. I'm sorry.

Speaker speaker_2: Oh, no, you're fine. Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_2: Bye.