

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, yes, Pamela. I was calling to get some information. Um, I work for BSGF and I wanted to know more about, uh, is it health benefits or is it just something like to help you pay, uh, your doctor bills? It's health benefits. It's health benefits- Oh. ... but they are not like major insurance. These insurance they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. Um, some of the plans, for example, if you need to go to your doctor's visit, they will cover \$50 towards the visit and you have four visits per year. And- So like if I need to go to the doctor, they're only covering \$50 and I have to pay the rest? Yes, ma'am. So what's the benefit of it? I don't... I just don't get it. Well, it's just since these plans or benefits through the staffing agency, it's pretty much like a weekly basic insurance. It's very limited. Oh. Oh, yeah. Very limited. Oh, wow. Oh. And you only get four visits per year? Yes, ma'am. I'm sorry? Yes, ma'am. Okay. What about for prescription drugs? Um, let me pull up their benefit guide. So they do have a plan called, uh, Free RX that you could purchase and, um, just for prescription. You don't have to use, um, you don't have to enroll in medical if you would like to. Let me get the benefit guide. Um, have you seen the benefit guide at all? I haven't. Can you email it to me please? Sure. Yeah, there you will find everything. Um, can you tell me your email? Yeah. Yes, it's H-O-L-L-I-N-S, because I think I had this when I worked with them once before. Hollins, H-O-L-L-I-N-E, Hollins@yahoo.com. All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. When you go over the benefit guide, you could give us a call if you're ready to enroll and... or if you have questions regarding any of the plan, we will go ahead and help you. Oh, okay. Okay. But I- Any questions? Uh, so like if you have to go to the doctor to have a, a blood test, blood work, y'all would pay the \$50? Well, it all depends on the, the procedures. They do have a plan called the Stay Healthy that is only for preventive care. That plan, um, covers blood work like for cholesterol screening, diabetes, that type of preventive care. Oh, okay. Preventive care. Okay. Mm-hmm. Okay. So anything thereafter, they basically don't pay? No. It... In the benefit guide that I'm going to send you, there's, um, a page that you will be able to, um, Stay Healthy Summary. There you will be able to see- Okay. ... what they cover. Okay. Okay. The email will never- Okay. ... to save your spam or junk mail and I go there. Okay. You got my correct email address? Mm-hmm. Okay. You have my correct email address? Hollins. Hollins. Yes, ma'am. Hollins. Hollins@yahoo.com. At Yahoo. Okay. All right. Thank you. Bye-bye. Mm-hmm.

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: Uh, yes, Pamela. I was calling to get some information. Um, I work for BSGF and I wanted to know more about, uh, is it health benefits or is it just something like to help you pay, uh, your doctor bills?

Speaker speaker_0: It's health benefits. It's health benefits-

Speaker speaker_1: Oh.

Speaker speaker_0: ... but they are not like major insurance. These insurance they already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. Um, some of the plans, for example, if you need to go to your doctor's visit, they will cover \$50 towards the visit and you have four visits per year. And-

Speaker speaker_1: So like if I need to go to the doctor, they're only covering \$50 and I have to pay the rest?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: So what's the benefit of it? I don't... I just don't get it.

Speaker speaker_0: Well, it's just since these plans or benefits through the staffing agency, it's pretty much like a weekly basic insurance. It's very limited.

Speaker speaker_1: Oh. Oh, yeah. Very limited. Oh, wow. Oh. And you only get four visits per year?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. What about for prescription drugs?

Speaker speaker_0: Um, let me pull up their benefit guide. So they do have a plan called, uh, Free RX that you could purchase and, um, just for prescription. You don't have to use, um, you don't have to enroll in medical if you would like to. Let me get the benefit guide. Um, have you seen the benefit guide at all?

Speaker speaker_1: I haven't. Can you email it to me please?

Speaker speaker_0: Sure. Yeah, there you will find everything. Um, can you tell me your email?

Speaker speaker_1: Yeah. Yes, it's H-O-L-L-I-N-S, because I think I had this when I worked with them once before. Hollins, H-O-L-L-I-N-E, Hollins@yahoo.com.

Speaker speaker_0: All right. So the email will be coming in from info@benefitsinacard. Check your spam and junk mail. When you go over the benefit guide, you could give us a call if you're ready to enroll and... or if you have questions regarding any of the plan, we will go

ahead and help you.

Speaker speaker_1: Oh, okay. Okay. But I-

Speaker speaker_0: Any questions?

Speaker speaker_1: Uh, so like if you have to go to the doctor to have a, a blood test, blood work, y'all would pay the \$50?

Speaker speaker_0: Well, it all depends on the, the procedures. They do have a plan called the Stay Healthy that is only for preventive care. That plan, um, covers blood work like for cholesterol screening, diabetes, that type of preventive care.

Speaker speaker_1: Oh, okay. Preventive care. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. So anything thereafter, they basically don't pay?

Speaker speaker_0: No. It... In the benefit guide that I'm going to send you, there's, um, a page that you will be able to, um, Stay Healthy Summary. There you will be able to see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what they cover.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: The email will never-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to save your spam or junk mail and I go there.

Speaker speaker_1: Okay. You got my correct email address?

Speaker speaker_0: Mm-hmm. Okay.

Speaker speaker_1: You have my correct email address?

Speaker speaker_0: Hollins. Hollins. Yes, ma'am. Hollins. Hollins@yahoo.com.

Speaker speaker_1: At Yahoo. Okay. All right. Thank you. Bye-bye.

Speaker speaker_0: Mm-hmm.