

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 10-00-CALL. This is Pamela speaking. How may I help... Hi, this is Rhonda Whipkey calling and I had called earlier today about my benefits. I work through Surge and, um, the gentleman wasn't sure at the time that I called that I was eligible. So, he called me back and asked me to call him again, because he found out that I am eligible. So... Okay. Mm. I'd like to know where I go from here. All right. Um, I will, I'll be able to assist you. Okay. May I have the last three digits of your Social, so I could pull up your file? 3428. It's Rhonda Whipkey. Three, four... 3428? Yes. Can you repeat your name for me ma'am? Rhonda. R-H-O-N-D-A Whipkey. It's a whip, W-H-I-P-K-E-Y. Thank you. Ms. Whipkey, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Date of the birth is 11/22/1960 and address is 203 Fair Street, F-A-A-I-R, and that's Orrville, Ohio 44667. Thank you for the information. We have a telephone number on file 330-988-0030. Yeah. And your email is r.l.wikibe, which is your last name,.14@gmail.com. Yes. Okay. And one second so I can pu- pull up the whole file. Sorry, the system kind of slow today. All right, so... And do you know what plan would you like to enroll today, Ms. Whipkey? I'm sorry, what? If, um... Since you want to enroll in the benefits, do you know which plan would you like to select? I wasn't offered a plan that I'm aware of. We was automatically enrolled is what I was told. Well, that happens when you first work w- with them. Now, after the first time and you get rehired, their automatically enrollment d- doesn't go through. Okay. So you have to- What plans are offered? I want medical, vision and dental. Okay. So they do offer different medical plan. Did you receive the, um, the benefit guide that they was emailed to you? I have, but I just received that when I received the message. Oh, okay. All right. And I've not had a chance to, you know, go through that. I'm actually getting ready to leave for work, so, you know, I- Well, you do have time to enroll. Um, so you have 30 days. I mean, I'm not saying today. I was gonna say the deadline that you have. Can you just give me a quick information as to what enrollments you have? Well, they have... Uh, let me pull out the guide. Give me one second. It's just for single. They have... Okay. Multiple, I'm n- They have three different medical plans called Stay Healthy, VIP Standard, VIP Classic. I'm not sure if you're aware that these are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. For example, the VIP standard, um, you... \$17.63 for paycheck. Uh, let me give you a good example. For example, if you need to go to your doctor's office, the insurance only going to cover \$50 towards the visit and you have four visits per year. So- Oh my God. That's about a waste of my time and money. That's just a joke. Oh, man. Well, they do have, uh... Like a- I have to take one every three months, you know. Man. Oh my goodness. They do have a plan that is more towards the traditional, but they do have a very high deductible that you have to meet before they start paying 100%. The deductible is 6,500. If you would

like, like I said, you still have 30 days from your first check. I mean, I'm sorry, 30 days from the day you started working now your new assignment to enroll. If you want to go over that benefit guide that was sent out to you, maybe that will help you to choose if you decide to enroll. Because they are very limited. They do have that plan called the Stay Healthy, which is just a preventive care plan, and the way that plan works, you have to m- um, see a participating provider. You are responsible to pay for the doctor's visit. The insurance going to cover the procedure as long as they are preventive and you use a participating provider. Okay. I'll call back. Thank you. All right. No problem. Thank you for giving us a call. Have a great rest of the day, ma'am.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-00-CALL. This is Pamela speaking. How may I help...

Speaker speaker_1: Hi, this is Rhonda Whipkey calling and I had called earlier today about my benefits. I work through Surge and, um, the gentleman wasn't sure at the time that I called that I was eligible. So, he called me back and asked me to call him again, because he found out that I am eligible. So...

Speaker speaker_0: Okay.

Speaker speaker_1: Mm. I'd like to know where I go from here.

Speaker speaker_0: All right. Um, I will, I'll be able to assist you.

Speaker speaker_1: Okay.

Speaker speaker_0: May I have the last three digits of your Social, so I could pull up your file?

Speaker speaker_1: 3428. It's Rhonda Whipkey.

Speaker speaker_0: Three, four... 3428?

Speaker speaker_1: Yes.

Speaker speaker_0: Can you repeat your name for me ma'am?

Speaker speaker_1: Rhonda. R-H-O-N-D-A Whipkey. It's a whip, W-H-I-P-K-E-Y.

Speaker speaker_0: Thank you. Ms. Whipkey, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_1: Date of the birth is 11/22/1960 and address is 203 Fair Street, F-A-A-I-R, and that's Orrville, Ohio 44667.

Speaker speaker_0: Thank you for the information. We have a telephone number on file 330-988-0030.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your email is r.l.wikibe, which is your last name,.14@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And one second so I can pu- pull up the whole file. Sorry, the system kind of slow today. All right, so... And do you know what plan would you like to enroll today, Ms. Whipkey?

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: If, um... Since you want to enroll in the benefits, do you know which plan would you like to select?

Speaker speaker_1: I wasn't offered a plan that I'm aware of. We was automatically enrolled is what I was told.

Speaker speaker_0: Well, that happens when you first work w- with them. Now, after the first time and you get rehired, their automatically enrollment d- doesn't go through.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have to-

Speaker speaker_1: What plans are offered? I want medical, vision and dental.

Speaker speaker_0: Okay. So they do offer different medical plan. Did you receive the, um, the benefit guide that they was emailed to you?

Speaker speaker_1: I have, but I just received that when I received the message.

Speaker speaker_0: Oh, okay. All right.

Speaker speaker_1: And I've not had a chance to, you know, go through that. I'm actually getting ready to leave for work, so, you know, I-

Speaker speaker_0: Well, you do have time to enroll. Um, so you have 30 days. I mean, I'm not saying today. I was gonna say the deadline that you have.

Speaker speaker_1: Can you just give me a quick information as to what enrollments you have?

Speaker speaker_0: Well, they have... Uh, let me pull out the guide. Give me one second.

Speaker speaker_1: It's just for single.

Speaker speaker_0: They have... Okay.

Speaker speaker_1: Multiple, I'm n-

Speaker speaker_0: They have three different medical plans called Stay Healthy, VIP Standard, VIP Classic. I'm not sure if you're aware that these are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. For example, the VIP standard, um, you... \$17.63 for paycheck. Uh, let me give you a good example. For example, if you need to go to your doctor's office, the insurance

only going to cover \$50 towards the visit and you have four visits per year. So-

Speaker speaker_1: Oh my God. That's about a waste of my time and money. That's just a joke. Oh, man.

Speaker speaker_0: Well, they do have, uh... Like a-

Speaker speaker_1: I have to take one every three months, you know. Man. Oh my goodness.

Speaker speaker_0: They do have a plan that is more towards the traditional, but they do have a very high deductible that you have to meet before they start paying 100%. The deductible is 6,500. If you would like, like I said, you still have 30 days from your first check. I mean, I'm sorry, 30 days from the day you started working now your new assignment to enroll. If you want to go over that benefit guide that was sent out to you, maybe that will help you to choose if you decide to enroll. Because they are very limited. They do have that plan called the Stay Healthy, which is just a preventive care plan, and the way that plan works, you have to m- um, see a participating provider. You are responsible to pay for the doctor's visit. The insurance going to cover the procedure as long as they are preventive and you use a participating provider.

Speaker speaker_1: Okay. I'll call back. Thank you.

Speaker speaker_0: All right. No problem. Thank you for giving us a call. Have a great rest of the day, ma'am.