

## Transcript: Pearl

**Rojas-4676814654193664-5084948182908928**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does hope I'm speaking with? Hello. My name is Mel and I'm calling to review my current insurance plan and what it does and does not cover. Okay, and what's the name of the staffing agency you work for? Um, I work for Innovative Staff Solutions. And the last four digits of your social? 0194. And you said your name is Mel? Um, legal name is Justin. J-U-S-T-I-N. All righty. And can you confirm your address and date of birth? My address is 317 South Davis Avenue, and my date of birth is October 10th, 2003. Can I have your phone number as 618-204-6444? That is correct. Yes. Can I have your email address as jwags1019@gmail.com? Uh, yes, that sounds correct. All righty. So you're currently enrolled in the Insure Plus Basics. That is your medical plan. It does not have a network requirement or co-pays with, or deductibles. The, it covers services at a certain dollar amount and you're responsible for the rest. Um, did you have any specific questions you were looking, you were thinking of today? Um, what specific dollar amount would it cover up to? I'm planning on going to a, I'm planning on going to psych appointments and I was wondering if it would cover like basic therapy, psych evaluation, et cetera. It does not have mental, mental or behavioral health coverage. Okay. Um, I know it's not open enrollment right now, but um, what, um, plan would I have to pick for that to be covered? They, um, let's see. So I'm not showing they have a behavioral and mental health plan. Let me see. So behavioral and mental health aren't, aren't offered through, through your staffing agency. Okay, so would I just pay all the regular fees they would provide to me then? Yeah, that, that service would be out of pocket. Yes, sir. Okay. I think that's all I had to ask. I'm just looking at all the plan benefit summaries real quick to make sure. Um, no, I think that's all I needed. Thank you very much. No problem. Thank you so much for calling. You have a great day. Mm-hmm. You as well. Thank you.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does hope I'm speaking with?

Speaker speaker\_1: Hello. My name is Mel and I'm calling to review my current insurance plan and what it does and does not cover.

Speaker speaker\_0: Okay, and what's the name of the staffing agency you work for?

Speaker speaker\_1: Um, I work for Innovative Staff Solutions.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 0194.

Speaker speaker\_0: And you said your name is Mel?

Speaker speaker\_1: Um, legal name is Justin. J-U-S-T-I-N.

Speaker speaker\_0: All righty. And can you confirm your address and date of birth?

Speaker speaker\_1: My address is 317 South Davis Avenue, and my date of birth is October 10th, 2003.

Speaker speaker\_0: Can I have your phone number as 618-204-6444?

Speaker speaker\_1: That is correct. Yes.

Speaker speaker\_0: Can I have your email address as jwags1019@gmail.com?

Speaker speaker\_1: Uh, yes, that sounds correct.

Speaker speaker\_0: All righty. So you're currently enrolled in the Insure Plus Basics. That is your medical plan. It does not have a network requirement or co-pays with, or deductibles. The, it covers services at a certain dollar amount and you're responsible for the rest. Um, did you have any specific questions you were looking, you were thinking of today?

Speaker speaker\_1: Um, what specific dollar amount would it cover up to? I'm planning on going to a, I'm planning on going to psych appointments and I was wondering if it would cover like basic therapy, psych evaluation, et cetera.

Speaker speaker\_0: It does not have mental, mental or behavioral health coverage.

Speaker speaker\_1: Okay. Um, I know it's not open enrollment right now, but um, what, um, plan would I have to pick for that to be covered?

Speaker speaker\_0: They, um, let's see. So I'm not showing they have a behavioral and mental health plan. Let me see. So behavioral and mental health aren't, aren't offered through, through your staffing agency.

Speaker speaker\_1: Okay, so would I just pay all the regular fees they would provide to me then?

Speaker speaker\_0: Yeah, that, that service would be out of pocket. Yes, sir.

Speaker speaker\_1: Okay. I think that's all I had to ask. I'm just looking at all the plan benefit summaries real quick to make sure. Um, no, I think that's all I needed. Thank you very much.

Speaker speaker\_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Mm-hmm. You as well. Thank you.