

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I address you as speaking with? Can you speak a little bit louder? And how can I assist you, Miss LaToya? Yes, ma'am. Okay, um, I'm over here trying to, um, enroll, I guess it's called an Enroll Form 2025, for my health insurance and I'm trying to get some understanding. Is, um... The Stay Healthy plan, is that including anything else? Um, does it... What, what does the plan's name say? Does it say just, um, MEC teller X or does it say MEC Enhanced? It says, um, Stay Healthy Plan MEC and then they got it in parenthesis ACA Complaint Plan. Okay. What's the price on that plan? It's 14.01. Okay. So that's the preventative health plan. It only covers preventative services, um, so your immunizations, your annual physicals, STD screenings, some cancer screenings, blood pressure, diabetes. Those kinds of things. It doesn't cover going to the doctor ER. It's just preventative health. Okay. So you don't have one that c- uh, covers everything? Um, they do... They... Your 76 should offer medical plans. What staffing agency do you work for? Wagner. So, yes, Wagner. Give me one second. Let me see which ones are Wagner's. So, Wagner offers... The ones that say VIP are your medicals. So the VIP Classic for 18.55 or the VIP Pro for 37.83 for just your..... Those are your medicals, so they'll give you, um, hospital admission benefits. They'll give you physician's office. Um, all those kind of benefits will be through the VIP plan. Okay. All righty. Do you have any other questions for me today? No, ma'am. That's all. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I address you as speaking with?

Speaker speaker_2: Can you speak a little bit louder?

Speaker speaker_1: And how can I assist you, Miss LaToya?

Speaker speaker_2: Yes, ma'am. Okay, um, I'm over here trying to, um, enroll, I guess it's called an Enroll Form 2025, for my health insurance and I'm trying to get some understanding. Is, um... The Stay Healthy plan, is that including anything else?

Speaker speaker_1: Um, does it... What, what does the plan's name say? Does it say just, um, MEC teller X or does it say MEC Enhanced?

Speaker speaker_2: It says, um, Stay Healthy Plan MEC and then they got it in parenthesis ACA Complaint Plan.

Speaker speaker_1: Okay. What's the price on that plan?

Speaker speaker_2: It's 14.01.

Speaker speaker_1: Okay. So that's the preventative health plan. It only covers preventative services, um, so your immunizations, your annual physicals, STD screenings, some cancer screenings, blood pressure, diabetes. Those kinds of things. It doesn't cover going to the doctor ER. It's just preventative health.

Speaker speaker_2: Okay. So you don't have one that c- uh, covers everything?

Speaker speaker_1: Um, they do... They... Your 76 should offer medical plans. What staffing agency do you work for?

Speaker speaker_2: Wagner.

Speaker speaker_1: So, yes, Wagner. Give me one second. Let me see which ones are Wagner's. So, Wagner offers... The ones that say VIP are your medicals. So the VIP Classic for 18.55 or the VIP Pro for 37.83 for just your..... Those are your medicals, so they'll give you, um, hospital admission benefits. They'll give you physician's office. Um, all those kind of benefits will be through the VIP plan.

Speaker speaker_2: Okay. All righty.

Speaker speaker_1: Do you have any other questions for me today?

Speaker speaker_2: No, ma'am. That's all.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.