

## Transcript: Pearl

**Rojas-4859492420337664-4853208346312704**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-Da who's this you're speaking with? Um, hi. My name is Alberto Mundoso and I was calling because I'm in the middle of enrolling for benefits, and I just wanted to have a better understanding, um, because I'm, I'm looking at some insurance but it says it doesn't have e- uh, or emergency care, which that's of little concern. So I was wondering how could I buffer that? What, and what, you know, selecting that, uh, that health insurance and then adding some, uh, emergency care for just in case? Excuse me, what's the name of the staffing agency you work for? Excuse me? The name of the staffing agency. Oh, yeah. TRC. All righty. And by emergency care you mean like hospital care, emergency room- Yeah. ... visits and stuff like that? Like both. Yeah. Okay. So... okay. So with the... oh sorry. So with the VIP plans, the, um, hospital visits are, does have some coverage. Um, for example, hospital admission, the standard covers \$500 for a day. The plus covers \$1,000 a day. If you're confined to the hospital, the standard coverage \$50 a day for 30 days, the plus covers \$100 a day for 30 days. Um... So what, when I'm, when I'm a, when I'm in the, I'm applying on the website I see ProMed plan, Preferred Med plan, MVP Compliance Plan, HSA, uh, HSA which is 7,500 deductible and then I see HSA 3,300 deductible, and then the PPO. That's all I see. You don't see anything that says like VIP standard, VIP plus or... No. Um... Not if, unless given the wrong one but I'm, I'm in the Patriot Fox Hire website. I mean, yeah, logged in. So you went to mybiac.com/... Excuse me. Um, it should've been... So with TRC you would have went to [www.mybiac/trcstaffing](http://www.mybiac/trcstaffing). Is that where you went to? No, I'm at Patri- Patriot Fox Hire, uh, for medical. Hmm. So I would, I would go to the website I'm giving you and, um, apply there. Enroll there, I'm sorry. Okay. Yeah. Um, but what, uh... Okay, what is that? What was the website again? Ww dot- Ww, www, uh-huh. My B-I-A-C. My B- I-A-C. I-A-C, uh-huh. Dot com. Dot com, uh-huh. Forward TRC staffing. Forward TRC staffing. Yep, and then when you go to that page you're gonna hit "enroll the client coverage" and register there, and then you'll be able to see more, um, more options. What, what will be my log-in? You'll have to register first and then you'll, you'll, you'll go through the steps to, to make a log-in. Okay, so it's gonna be [www.mybiac.com/trcstaffing](http://www.mybiac.com/trcstaffing). That, that what it is? Mm-hmm. Let me see. My B-I-A-C, uh-huh, forward slash T-R-C staffing. Oh, okay, okay. It says TRC Benefit and Card? Yes. And then you'll hit "enroll the client coverage" and you'll register there, and then you'll be able to see the VIP plans which are the medical. Okay, then I, if I say register here? Sorry, I'm doing that while we're in the phone, that way... Ah, there I put insurance information, complete, email. Okay. Okay, and then just go... And then just kind of go where it says enroll? Yeah. Okay. Ah, okay, okay, I'm, I'm in there. All righty. And then if you have any other questions you can just give us a call back. We're here 'til 8:00 PM. Okay, awesome. Thank you. No problem, 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 afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who-Da who's this you're speaking with?

Speaker speaker\_2: Um, hi. My name is Alberto Mundoso and I was calling because I'm in the middle of enrolling for benefits, and I just wanted to have a better understanding, um, because I'm, I'm looking at some insurance but it says it doesn't have e- uh, or emergency care, which that's of little concern. So I was wondering how could I buffer that? What, and what, you know, selecting that, uh, that health insurance and then adding some, uh, emergency care for just in case?

Speaker speaker\_1: Excuse me, what's the name of the staffing agency you work for?

Speaker speaker\_2: Excuse me?

Speaker speaker\_1: The name of the staffing agency.

Speaker speaker\_2: Oh, yeah. TRC.

Speaker speaker\_1: All righty. And by emergency care you mean like hospital care, emergency room-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... visits and stuff like that?

Speaker speaker\_2: Like both. Yeah.

Speaker speaker\_1: Okay. So... okay. So with the... oh sorry. So with the VIP plans, the, um, hospital visits are, does have some coverage. Um, for example, hospital admission, the standard covers \$500 for a day. The plus covers \$1,000 a day. If you're confined to the hospital, the standard coverage \$50 a day for 30 days, the plus covers \$100 a day for 30 days. Um...

Speaker speaker\_2: So what, when I'm, when I'm a, when I'm in the, I'm applying on the website I see ProMed plan, Preferred Med plan, MVP Compliance Plan, HSA, uh, HSA which is 7,500 deductible and then I see HSA 3,300 deductible, and then the PPO. That's all I see.

Speaker speaker\_1: You don't see anything that says like VIP standard, VIP plus or...

Speaker speaker\_2: No.

Speaker speaker\_1: Um...

Speaker speaker\_2: Not if, unless given the wrong one but I'm, I'm in the Patriot Fox Hire website. I mean, yeah, logged in.

Speaker speaker\_1: So you went to mybiac.com/... Excuse me. Um, it should've been... So with TRC you would have went to [www.mybiac.com/trcstaffing](http://www.mybiac.com/trcstaffing). Is that where you went to?

Speaker speaker\_2: No, I'm at Patri- Patriot Fox Hire, uh, for medical.

Speaker speaker\_1: Hmm. So I would, I would go to the website I'm giving you and, um, apply there. Enroll there, I'm sorry.

Speaker speaker\_2: Okay. Yeah. Um, but what, uh... Okay, what is that? What was the website again?

Speaker speaker\_1: Ww dot-

Speaker speaker\_2: Ww, www, uh-huh.

Speaker speaker\_1: My B-I-A-C.

Speaker speaker\_2: My B-

Speaker speaker\_1: I-A-C.

Speaker speaker\_2: I-A-C, uh-huh.

Speaker speaker\_1: Dot com.

Speaker speaker\_2: Dot com, uh-huh.

Speaker speaker\_1: Forward TRC staffing.

Speaker speaker\_2: Forward TRC staffing.

Speaker speaker\_1: Yep, and then when you go to that page you're gonna hit "enroll the client coverage" and register there, and then you'll be able to see more, um, more options.

Speaker speaker\_2: What, what will be my log-in?

Speaker speaker\_1: You'll have to register first and then you'll, you'll, you'll go through the steps to, to make a log-in.

Speaker speaker\_2: Okay, so it's gonna be [www.mybiac.com/trcstaffing](http://www.mybiac.com/trcstaffing). That, that what it is?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Let me see. My B-I-A-C, uh-huh, forward slash T-R-C staffing. Oh, okay, okay. It says TRC Benefit and Card?

Speaker speaker\_1: Yes. And then you'll hit "enroll the client coverage" and you'll register there, and then you'll be able to see the VIP plans which are the medical.

Speaker speaker\_2: Okay, then I, if I say register here? Sorry, I'm doing that while we're in the phone, that way... Ah, there I put insurance information, complete, email. Okay. Okay, and then just go... And then just kind of go where it says enroll?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay. Ah, okay, okay, I'm, I'm in there.

Speaker speaker\_1: All righty. And then if you have any other questions you can just give us a call back. We're here 'til 8:00 PM.

Speaker speaker\_2: Okay, awesome. Thank you.

Speaker speaker\_1: No problem, have a great day.

Speaker speaker\_2: You too. Bye-bye.