

Transcript: Sara

Marulanda-4725706021355520-5860100568203264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My name is Garner Hawthorne. Hello, sir. How may I help you? Yes, ma'am. Uh, I'm supposed to be calling for some, to check out some benefits. I kinda really just wanted some information. Okay, let me check that for you. And what is the temporary agency that you are working with? Uh, Versa Tele. Versa Tele 2 L. Okay. And may I have the last four of your Social? 5459. Thank you very much, Mr. Garner Hawthorne. And I guess for security purposes, sir, can you please verify your address and date of birth? Uh, date of birth, March 6th, 1983. Address, 60218 1 way Street, South Tacoma Way, 98444, Washington, sir. Thank you. Thank you, sir. And is your email garnerhawthorne@gmail.com? Yes. Phone number, 943-267-8822? Yeah. Thank you very much. Okay, um, yes, sir, you are under your personal open enrollment period. And have they explained you anything about the benefits? No. Okay, so let me do that for you. They're offering, uh, three main benefits. One is preventive care, and then two medical options. And is the coverage gonna be for yourself only or somebody else in the family, just to give you the, the exact price? Just me. Okay. The preventive care, that one, uh, will cost you \$17.96 for yourself only. Um, that one will cover one physical exam examination, blood pressure screenings, cholesterol, uh, screenings, colorectal cancer screenings, diabetes, depression, uh, hepatitis C, HIV, lung cancer, uh, tuberculosis. All those screenings are 100% covered. It will cover, um, aspirins, it will cover immunizations like influenza, tetanus, um, varicella, pertussis, shingles, rubella, pneumococcal, hepatitis A and B and some others. And it will cover for your prescripts . I'm sorry. Okay, it will cover for your prescriptions through PreRx. PreRx is include, and you will have a virtual care as well. That one will not cover any doctor visitations if you are sick, urgent care or emergency room visitations, or not even, uh, hospitalizations, because this plan is just prevention. Okay. And as I say, will, will cost you \$17.96. Um, there is two other plans called VIP Standard and VIP Plus. Those, uh, will help you cover, um, like, per- in medical, uh, medical situations, like if you're not feeling well and you need to see a doctor or go to the ER or go to a, um, like a urgent care facility. They will cover a flat fee, not a percentage after deductible, because they don't work with deductible. These plans are just a flat fee coverage. Let me give you an example. Like if, for hospital in, uh, admission benefit, under VIP Standard, they will cover \$500 per day one time, and under VIP Plus, they will cover \$1,000 per day one time. For hospital commi- com- For hospital confinement benefit, VIP Standard will cover \$50 per day for 30 days, and VIP Plus will cover \$100 per day for 30 days. Uh, for intensive care unit, VIP Standard will not cover it. Uh, VIP Plus will cover \$200 per day for 20 days. For rehabilitation, uh, VIP Standard will not cover it. VIP Plus will cover \$50 per day for 30 days. For surgery in hospital, VIP Standard will cover \$250 per day one time, and VIP Plus will cover \$1,000 per day one time. For surge- um, okay,

for emergency room, VIP Standard will cover \$50 per day two times, and VIP Plus will cover \$100 per day two times. For physician's office visit, VIP Standard will cover \$50 per day four times, and VIP Plus will cover \$100 per day four times. Um, for urgent care facility, VIP Standard will cover \$50 per day four times, and VIP Plus, uh, will cover \$100 per day four times. I mean, they have more benefits, but I'm just, um, reading to you the, the, the most common. Right. Right. Um- Okay. Tell me, I'm sorry. Is that just for medical? Right? Yes, that's just for medical. They have another medical plan called Minimum Value Plan. That one is the only major medical insurance they're offering. Uh, you need to work 30 hours or more per week to be eligible for this plan. That plan will cost... Okay, you are in Washington. Uh, that, that one is gonna cost for yourself \$171.68 per month. That plan will cover all the benefits they're offering. They will be covered 100% after, after you reach the deductible, which is, um, in-network deductible for yourself, \$6,500, and out of network one- um, \$10,000. So it's- Oh, uh... Sure. I'm a, uh, I'm a, um, I'm a service-connected veteran, so I don't need medical coverage. Okay. They have additional benefit options like short-term disability, dental, vision, term life and ADX Social Plus. Each one has different price and different coverage. Are you interested on any of those? No, ma'am. Thank you. Okay. So in that case, if you don't, if you don't want to be enrolled, um, you are not gonna be uh, enrolled. Uh, the, I mean, is, this is a-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My name is Garner Hawthorne. Hello, sir. How may I help you? Yes, ma'am. Uh, I'm supposed to be calling for some, to check out some benefits. I kinda really just wanted some information. Okay, let me check that for you. And what is the temporary agency that you are working with? Uh, Versa Tele. Versa Tele 2 L. Okay. And may I have the last four of your Social? 5459. Thank you very much, Mr. Garner Hawthorne. And I guess for security purposes, sir, can you please verify your address and date of birth? Uh, date of birth, March 6th, 1983. Address, 60218 1 way Street, South Tacoma Way, 98444, Washington, sir. Thank you. Thank you, sir. And is your email garnerhawthorne@gmail.com? Yes. Phone number, 943-267-8822? Yeah. Thank you very much. Okay, um, yes, sir, you are under your personal open enrollment period. And have they explained you anything about the benefits? No. Okay, so let me do that for you. They're offering, uh, three main benefits. One is preventive care, and then two medical options. And is the coverage gonna be for yourself only or somebody else in the family, just to give you the, the exact price? Just me. Okay. The preventive care, that one, uh, will cost you \$17.96 for yourself only. Um, that one will cover one physical exam examination, blood pressure screenings, cholesterol, uh, screenings, colorectal cancer screenings, diabetes, depression, uh, hepatitis C, HIV, lung cancer, uh, tuberculosis. All those screenings are 100% covered. It will cover, um, aspirins, it will cover immunizations like influenza, tetanus, um, varicella, pertussis, shingles, rubella, pneumococcal, hepatitis A and B and some others. And it will cover for your prescripts . I'm sorry. Okay, it will cover for your prescriptions through PreRx. PreRx is include, and you will have a virtual care as well. That one will not cover any doctor visitations if you are sick, urgent care or emergency room

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