

**Transcript: Sara**

**Marulanda-4761992340914176-6585630153195520**

## **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Albert Partida. Uh, hello? Hello? Hi. And may I have your name please? My name, uh, is Albert. Hello, Mr. Albert. How may I help you, sir? Um, I said, um, I said that I can enroll for benefits, um, after my first paycheck on, um, Partners Personnel. Okay, let me help you with that. Partners and may I have the last four digits of your Social Security number please? It's 5531. Thank you very much. Mr. Albert Partida, and, uh, just for security purposes, sir, can you please verify your address and date of birth? Uh, my address is 30015 Rose Blossom Drive and my birthday is 02/21/2000. And, uh, what city is that and what state? Uh, it's in Murrieta, California. Okay, thank you very much and is your email albertpartida181@gmail.com? Correct. And is your phone number- Yeah. ... 951-513-4968? Yes. Correct. Thank you, sir. Yes, sir, you are under your personal Open Enrollment Period. You're allowed to enroll. Uh, did you already know what you would like to enroll at? Um, the, the office? Or, or you? Yes, but what I mean is what medical plans would you like to enroll at? Did you know what plans you want to enroll at or would you prefer for me to explain you the different plans they're offering? Yeah, can, can you explain? Sure, sir, I can. Give me just one minute. Okay, they have different plans. They got one preventive care plan. Will the coverage be for yourself only or somebody else at the family? Just myself. Okay, so the preventive care plan will cost you \$16.80. That one will include one physical exam examination, health virtual care, like a virtual care in case you need to see a doctor under that plan. It's going to be virtual. Uh, FreeRx which is pre-prescription coverage. That plan will cover for, um, screenings like blood pressure, cholesterol, uh, colorectal cancer, hepatitis C, HIV, lung cancer, et cetera. It will, uh, cover immunizations like influenza, tetanus, diphtheria, pertussis, HPV, shingles, um, mumps, rubella, meningococcal, hepatitis A and B. And that plan will cost you \$16.80. There is three other plans. Those are medicals. Uh, they will cover the same, the main difference is how much they will cover. They don't cover anything of what I just explained you, the preventative. Okay. Just medical they, they will cover. Let me explain you how much they will cover. Like for surgery in a, in a physician's office, the VIP Standard will cover \$125, uh, per day two times. VIP Plus will cover \$250 per day two times, and VIP Prime will cover \$1,000 per day two times as well. For hospital admission, the VIP Standard will cover \$500 and the Plus and Prime will cover \$1,000 each one, one day. Uh, for let's say emergency room, right, uh, VIP Standard will cover \$50 per day two times. VIP Plus will cover \$100 per day two times and VIP Prime will cover \$150 per day two times as well. What that means is any difference between what the insurance covers and the final bill, that will be your responsibility. Okay. And of course they have more, more, uh, benefits like, uh, advanced study or follow-up tests, medical images, uh, physical therapy. But, um, I'm just explaining you like the most basics. Uh- Okay.

... the, okay, VIP Standard will cost you \$17.66. VIP Plus will cost you \$31.61. VIP Prime will cost you \$43.28. Okay, um, the, the only reason, um, I already have an account, um, so this doesn't really apply to me, right? Okay, but what do you mean that you already have an account? No, Medi-Cal, Medicare. Oh, Medi-Cal. You have Medicare? Okay, so you don't need any of this. Oh, okay. I mean if you- Okay. ... have Medicare, I mean, it's up to you if you want to have another coverage or not, but... No, uh, uh, I think it's fine. It should be fine. Okay, so you don't want any, any of the additional benefit options like vision, dental, term life, et cetera? No, no, not right now. Okay, perfect. So in that case, um, well, you don't have to do nothing. You just, um, have to wait until the company calls you to work with them. That's all. Okay, that's fine. All righty, sir. Okay, I'll, I'll wait. All righty. Okay. So have a wonderful night, sir, and thank you for calling Benefits in a Cart. Good. Thank you so much. My pleasure, sir. Bye-bye. Bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Albert Partida. Uh, hello? Hello? Hi. And may I have your name please? My name, uh, is Albert. Hello, Mr. Albert. How may I help you, sir? Um, I said, um, I said that I can enroll for benefits, um, after my first paycheck on, um, Partners Personnel. Okay, let me help you with that. Partners and may I have the last four digits of your Social Security number please? It's 5531. Thank you very much. Mr. Albert Partida, and, uh, just for security purposes, sir, can you please verify your address and date of birth? Uh, my address is 30015 Rose Blossom Drive and my birthday is 02/21/2000. And, uh, what city is that and what state? Uh, it's in Murrieta, California. Okay, thank you very much and is your email albertpartida181@gmail.com? Correct. And is your phone number- Yeah. ... 951-513-4968? Yes. Correct. Thank you, sir. Yes, sir, you are under your personal Open Enrollment Period. You're allowed to enroll. Uh, did you already know what you would like to enroll at? Um, the, the office? Or, or you? Yes, but what I mean is what medical plans would you like to enroll at? Did you know what plans you want to enroll at or would you prefer for me to explain you the different plans they're offering? Yeah, can, can you explain? Sure, sir, I can. Give me just one minute. Okay, they have different plans. They got one preventive care plan. Will the coverage be for yourself only or somebody else at the family? Just myself. Okay, so the preventive care plan will cost you \$16.80. That one will include one physical exam examination, health virtual care, like a virtual care in case you need to see a doctor under that plan. It's going to be virtual. Uh, FreeRx which is pre- prescription coverage. That plan will cover for, um, screenings like blood pressure, cholesterol, uh, colorectal cancer, hepatitis C, HIV, lung cancer, et cetera. It will, uh, cover immunizations like influenza, tetanus, diphtheria, pertussis, HPV, shingles, um, mumps, rubella, meningococcal, hepatitis A and B. And that plan will cost you \$16.80. There is three other plans. Those are medicals. Uh, they will cover the same, the main difference is how much they will cover. They don't cover anything of what I just explained you, the preventative. Okay. Just medical they, they will cover. Let me explain you how much they will cover. Like for surgery in a, in a physician's office, the VIP Standard will cover \$125, uh, per day two times. VIP Plus will cover \$250 per day two times, and VIP Prime will cover

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