

Transcript: Sara

Marulanda-4804570809155584-5236505268240384

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? Patricia Modeste. Hello, ma'am. How may I help you? Um, I'm calling for benefits for my, from, for my first paycheck. Sure, I can help you with that. Uh, may I have the name of the agency that you are working with and the last four digits of your Social Security number? I was working with Par- Partners Personal and my last four digits of my social is 0308. Thank you very much, Ms. Patricia Modeste. Uh, just for security purposes, ma'am, can you please verify your address and date of birth? My address is 111 S19 204th Street, Saint Albans, New York, and my birthday is September 10th, 1999. And is your email patriciamodeste99@gmail.com? Yes, correct. And is your phone number 917-284-2846? Yes. Thank you very much, ma'am. Okay. Yes, you are under your personal open enrollment period. You are allowed to enroll on any plan you would like to enroll at. Uh, did you know what you would like to enroll at, ma'am? Have you had any information? Have they provided you with this? No, I never... I never got no information. Okay. I think y'all were supposed to tell me. Oh, okay. Yes, I am. Uh, but sometimes they provide you with information, so I want to know that. Uh, your company is offering, uh, one preventive care plan, which will cover prevention, uh, virtual urgent care, free RX, one physical yearly examination, a Pap smear, mammography, colonoscopy for cancer, um, col-, uh, for c- colon cancer test, um, vaccinations, um, what else? Let me see. Hold on. I'm, I'm waiting for the system to download. I'm sorry. All right. Okay. Do they, um, cover... Go ahead. I'm, I'm sorry. No, you go ahead. You go ahead. Okay. They will cover screenings like blood pressure, aneurysm, uh, cholesterol, colorectal cancer, depression, diabetes, hepatitis, cervical cancer, chlamydia, syphilis, cholesterol, depression, diabetes, hepatitis B, hepatitis C, HIV, gonorrhea, iron deficiency, breast cancer. It will cover, um, aspirin, breast cancer preventatives, FDA approved contraceptive meds, immunizations like influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, and hepatitis A and B. It will cover one physical yearly examination and it will cover, um, virtual urgent care and the prescription coverage and the free RX. That... Oh, I thought it was something that involved like, um, the important, like dental. Okay. You don't cover that out. This is just the first plan. There is like eight or ten. So this one is the preventive care only. Oh, okay. Now there is three medical plans. Just, uh, to give you the correct price, is that gonna be for yourself only or, uh, yourself and spouse and kids or the whole family? No, for myself. For myself. Okay. So the plan I just explained to you, the Stay Healthy MEC TeleRx Preventive Care, that one will cost you \$16.80. There is three more medical plans, VIP Standard, \$17.66, VIP Plus, \$31.61, and VIP Prime, \$43.28. All those are with your deductions. Uh, these plans are the hospital indemnity plans. They will cover a, a flat fee for, um, like, um, emergency room, hospitalization, surgery, doctor visitations in case you're sick.

Any difference between, uh, what the insurance covers and the final bill, that will be your responsibility. Let me explain you that. Uh, like if you're going to the emergency room, VIP Standard will cover \$50 per day two times. Okay. VIP Plus will cover \$100 per day two times and VIP- I understand, I understand. Hey, I understand. I'm not interested. I thought it was different. But thank you for providing me with information. So what are you thinking about then? I'm... No, I'm not interested at all. Okay, ma'am. So, is there anything else that I can help you with? No, thank you. All righty, ma'am. Thank you. So thank you for calling Benefits in a Cart. Have a wonderful day. You too.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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