

Transcript: Sara

Marulanda-5163365332369408-5201331366871040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? It's going to be Gabriela. Hello, Ms. Gabriela. How may I help you? Hello. So I've received a message from the, uh, Partners Personnel, uh, staffing agency saying, um, that we could call this number to apply for the benefits, so I just wanted to do that. Okay, sure. Or do you have- Sure, ma'am. May I have, please, the last four digits of your Social Security number to locate you on the system? Okay. It's going to be 6519. Ms. Gabriela Figueroa? Yes. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. It's going to be 16215 West 5th Ave . And my birthday is 08/15/2005. Email J... No, jfigueroa0927@gmail.com? Yes. Phone number is 602-662-9874. Yes, ma'am. Okay, ma'am. Thank you. Okay. Uh, what, uh, Partners is offering to the employees is, uh... Well, they have many different plans and I'm gonna start from the less expensive to the most expensive one. There is a plan called M... emi-... StayHealthyMEG Celerix. That plan is preventive care only. That one will not cover any doctor visitations or hospital, uh, visitations, but it will cover one physical exam examination, blood pressure screenings, body mass index screenings, cholesterol and lipid disorder screenings, um, Pap smear, eh, mammography, chlamydia, syphilis, eh, colorectal cancer screening, diabetes, gonorrhea, hepatitis B, hepatitis C, HIV, uh, osteoporosis. It will cover, eh, FDA-approved contraceptive methods, and it will cover immunizations like influenza, tetanus, diphtheria, HPV, shingles, measles, and hepatitis B, A & B. And it will cover prescriptions and it will include, eh, virtual healthcare. That plan will cost you \$16.80 per week. Per week? Per week. Yes, ma'am. The deductions are weekly. Okay. Okay. The next, uh, three plans, those are medicals. They don't include anything of what I just explained to you, the prevention, none. Eh, this will cover, um, for hospital, for emergency room, doctor visitations. These plans will cover a flat fee. That means, um, like if there is any balance between what the insurance covers and the final bill, that will be the responsibility. Let me explain you that. Eh, like for, eh, emergency room, the VIP Standard will cover \$50 per day two times. VIP Plus will cover \$100 per day two times. And VIP Prime will cover \$150-

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? It's going to be Gabriela. Hello, Ms. Gabriela. How may I help you? Hello. So I've received a message from the, uh, Partners Personnel, uh, staffing agency saying, um, that we could call this number to apply for the benefits, so I just wanted to do that. Okay, sure. Or do

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