

Transcript: Sara

Marulanda-5328196936351744-5370766282407936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is for community - thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Cry-Cynthia Daphne. Come in. How may I help you? Hey, I received a text stating to, um, to call BIC to make changes before the window close. And I- Okay. We are the healthcare... Yes, I was to tell you, we are healthcare administrators for different staffing companies. What staffing company are you working with? Surge. Surgery staffing. Okay. May I have the last four of your Social to locate your account? Mm, 7641. Six, four... Miss... Is Cry-Cynthia Daphne? Yes, it's true. And just for security purposes, could you please verify your address and date of birth? Okay. Um, my date of birth is July 17th, 2004. My address is 4110 6th Country Boulevard, Apartment 2106. My county or area number is 36116. Okay. Um, have you recently moved? Uh, we have a different address. A different address? Yes. Uh, we have a different address here. Hold on. Let me go to my account. Maybe if you have move, uh, the last year probably at most. Oh, yeah. I h- I did. It's 3493 South Perry Street, Montgomery, Alabama 36501. 36501. Yes, ma'am. Okay. Yes, that's correct. And is your email Yahmiadaphne90@gmail.com? Yes, ma'am, it is. Number 334-207-9094? Yes, ma'am. Um, would you like to keep this address that we have on the system, 3493 South Perry Street, or you want to change it? Um, I... Um, you can keep it, it's fine. But, um, I'm just trying to get a under- understanding about this. Okay. Yes. Um, you just gonna start working with the company again? Yes, I did. I just recently started back working with them. Okay. Because you are considered an, like, a new hire. Yes. Uh, you have 30 days from your first paycheck in order to enroll on Healthcare Benefits. After 30 days, you're not going to be eligible to make any... I mean, to enroll. So they're tr- they're letting you know that you have 30 days from your first paycheck in order to enroll. I already had my first paycheck, ma'am. Yes. The thing is that once you receive that paycheck, you have 30 days from that date, you have 30 more days to enroll, enroll on Healthcare Benefits. Do you want insurance, healthcare insurance? Um, what do those healthcare... What do they, um, help with, provide? Like what do come, what comes with that? Okay. This is, uh, through, um, APL, American Public Life. This is not a major medical insurance, but it will help you cover some of the expenses. They're offering... The first plan is this AMEC TeleRx. That plan is just preventative. That one will cover, um, for the one physical general examination, mammography, uh, colonoscopy, Pap smear, um, chlamydia, syphilis, cholesterol, HIV, osteoporosis, obesity, uh, domestic violence. All those screenings will be covered 100%. Uh, it will cover for, uh, breast cancer pre- preventatives, uh, FDA-approved contraceptive methods, um, immunizations like influenza, tetanus, diphtheria, pertussis, varicella, shingles, measles, rubella, pneumococcus, hepatitis A and B. It will cover, uh, prescriptions through FreeRx. And it will give you, um, like, virtual urgent care, like, uh, video calls. Because it's a preventive care plan, that one will not cover any doctor physical

visitations or ER or, um, I mean, emergency room urgent care. This plan, if it's for yourself only, will cost you \$16.80 per week, \$16.80 per week. If you need to add, uh, like your spouse or kids, it's going to be a different price. ... together and since it looks like 03- The other two plans, VIP Standard and VIP Classic, they don't cover any of the preventive care. They will help you cover some of the medical expenses, like if you're going to the emergency room. Mm-hmm. Each one will cover \$50 per day two times. Any difference between the final bill and what the insurance covers, that's going to be your responsibility. Um, for the urgent care facility, they're gonna cover \$50 per day four times. Um, for a physician's office visit, they're gonna cover \$50 per day four times. For surgery, VIP, VIP Standard will cover \$250 per day one time, and VIP Classic will cover \$500 per day one time. Can you see the difference between those two plans? VIP Standard will cover less than, uh, what VIP Classic covers. Um- VI- VIP Standard will cost you 20, um, \$17.63, 63 cents per week, and VIP Classic will cost you \$19.53 per week. Okay. Is there any way that I can, um, go on any website and look at the plans and go over the plans? I can... I can send you them, uh, to your email. Let me- Mm-hmm. ... do that for you. Give me just a minute. Yes, I know, it's a lot of, uh, too much information. Mm-hmm. Too many names, numbers, et cetera. Mm-hmm. Just a minute. Start something. Okay, I just sent it to your email. Um, just remember, um, your last date. Okay. Okay. Because I have two hire dates here, I have one from 2023 and the one from 2024, I need to send this to an eligibility review. What that means is that they're going to update the date on the system. That way, I will be able to enroll you if you still want to enroll. I'm gonna send this... I'm gonna send the eligibility review for them to update their system, either if you want to enroll or not. I might not be the person who receives the, the next call for you... from you. Mm-hmm. So that way, anyone can help you. Okay, thank you. You're more than welcome. Um, other than that, uh, Ms. Dabney, is there anything else that I can help you with? No, ma'am. That's everything. All righty, ma'am. So thank you, thank you for calling Benefits in the Car. I wish you too have a wonderful day, ma'am. You too. Thank you very much. Mm-hmm, bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. This is for communi- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Cry-Cynthia Daphne. Come in. How may I help you? Hey, I received a text stating to, um, to call BIC to make changes before the window close. And I- Okay. We are the healthcare... Yes, I was to tell you, we are healthcare administrators for different staffing companies. What staffing company are you working with? Surge. Surgery staffing. Okay. May I have the last four of your Social to locate your account? Mm, 7641. Six, four... Miss... Is Cry-Cynthia Daphne? Yes, it's true. And just for security purposes, could you please verify your address and date of birth? Okay. Um, my date of birth is July 17th, 2004. My address is 4110 6th Country Boulevard, Apartment 2106. My county or area number is 36116. Okay. Um, have you recently moved? Uh, we have a different address. A different address? Yes. Uh, we have a different address here. Hold on. Let me go to my account. Maybe if you have move, uh, the last year probably at most. Oh, yeah. I h- I did. It's 3493 South Perry Street, Montgomery, Alabama 36501. 36501. Yes, ma'am. Okay. Yes, that's correct. And is your

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thank you. You're more than welcome. Um, other than that, uh, Ms. Dabney, is there anything else that I can help you with? No, ma'am. That's everything. All righty, ma'am. So thank you, thank you for calling Benefits in the Car. I wish you too have a wonderful day, ma'am. You too. Thank you very much. Mm-hmm, bye-bye.