

Transcript: Sara

Marulanda-5423819053776896-5932426027515904

Full Transcript

... benefits and a card. My name is Sara. May I have your name, please? Hi, my name is Monet. Hello, ma'am. How may I help you? Hi. So a new job I'm applying for, um, the benefit is, uh, in the card is a enrollment option for me. Um, and I was wondering if you can go over the plan options with me because I'm trying to pick which one is best for me. Okay. What company are you working with? Um, Stephen Pleats. No, but, uh, the temporary agency, the staffing agency. Oh, Nor staffing Group. Okay. Give me just a minute while I download the information. Uh, then may I have the last four of your Social just to locate your account? Yes. 6784. Okay. Give me just a minute. Okay. Because you're such a new hire, um, eh, they haven't sent us your information, but I'm going to give you just general information, okay? Okay. Okay. Your company, they're offering one preventive care plan. Okay. First, is that going to be for yourself only or, um, somebody else at the family like kids or a spouse? Um, it will just be for me. Okay. So I'm going to give you prices based on yourself only. Eh, the first plan is called Stay Healthy and Be Smart. That one is a preventive care. It will not cover any doctor visitations if you are sick, but it will include... Um, okay. Bir- um, Multiplan network, it will cover one physical yearly examination. It will cover for vaccinations, um, Pap smear, m-Pap smears, and mammographies, uh, colonoscopies, uh, tests like, um, um, okay, depression, diabetes, um, hepatitis, HIV, lung cancer, uh, cholesterol, stuff like that, all preventative. It will cover, um, FDA-approved contraceptive methods, aspirin, breast cancer preventatives, uh, acid... folic acid, uh, and immunizations. That plan will cost you... Hold on. It will cost you \$14.76. There is two other- I have a question. Sure. If I'm able to tell you which doctor services I need, will you just be able to tell me which plan will work best? Yes, sure. Okay. Um, so I would need, like, therapy and psychiatry, and then I have medication for that, and then I also have birth control. And those are the only things I will need to be covered. For bi- birth control, it has to be under the Stay Healthy and Be Smart, the one I just explained you. Okay. Um, the, like the psychology, it will be under behavioral health. Behavioral health will cost you \$1.41 for a week. Mm-hmm. That one will give you an access to a network of, um, like a virtual, uh, healthcare, uh, or no, mental care, um, mm, providers. Okay. Okay. I'm trying to check how much that will be. Hold on, please. Virtual behavioral health. Um, I'm going to see if they have the price here. Okay. This is a virtual counseling providers, mem-providing you with a confidential and unlimited consultations, and counseling, and referral services. Mm, it will help you with... Okay. This is what it cover, 24/7, 365 year, uh, days per year, access to master level counselors, no copay or fee, sessions available via telephone or video, mm, supportive counseling and subsequent sess- sessions, uh, 100% follow-up with the original counselor. Um, it will be used for su- substance abuse, relationship issues, depression, stress and anxiety, death of a loved one, um, parenting issues. That's what it will help you with. Did that sound like something that you would like to... Yes. I would say so. Um,

so would that mean that because I am paying for this coverage per week, does that mean that I have to... that I have a separate fee on top of that to pay for, like, a therapist, or is this, like, fully covering so I won't have a copay? Okay. That's what I'm trying to, to read here, but it's not ex- giving me the information. Um, it says virtual behavioral health. No copay or fee. Counseling services include no copay or fee. Mm, may I put you on hold just for a minute? Yeah, that's fine. Get this information. Okay. I'll be right back with you, okay? Don't disconnect the call, okay? Okay. Thank you. Hello, ma'am. Yes. Thank you for waiting. Okay. I have been looking here at the benefit guide and I don't see any different than, uh, what I just explained you. It says, "24/7/365 access to master level counselors, no copay or fee." That's what it says. Okay. So it says there is no copay? That's what it says here, but I can't- Okay. ... find any other information. Um, I would love to review this with my supervisor, but she's not going to be here until like 1:00, one more hour. So my question to you is, would you like me to verify that information then give you a call back? I can do that for you. Um, yes, that'll be fine. Okay, and your phone number is? 614- Okay. ... 371-4698. 4698. And could you repeat your name for me, please? Lynae, L-Y-N-A-E. Last name, Harrat, H-A-R-R-A-T. Harrat. Okay, Ms. Harrat. So I'm going to give you a call back with the behavioral health information. Now- Mm-hmm. ... um, you say you need that, you need the... what other thing you was looking for? Um, it was the behavioral health- I already told you about the- ... and then re-establish that the birth control is included for the medical. The birth control is include under the preventative, the m- the MEC. Okay, perfect. The State Healthy MEC plan. Yes, so- So it was, um, it was for therapy, um, like a counselor, and then for a psychiatrist to give me medication for therapy. Medication for therapy. Okay. So let me find that out and I will give you a call back. Okay? Okay. Also, I have a question. Sure. Um, so I'll have work soon. Is it possible that if I don't answer that you can leave that information in the voicemail? Yes. If your voicemail- Um- ... is active, I will leave it there for you, of course. Okay, perfect. Thank you so much for your help today. I really appreciate it. You're more, you're more than welcome, Ms. Harrat. Uh, thank you for calling Benefits in the Car. Wish you too, have a wonderful day, ma'am. Thank you. You, too. Okay. You're welcome. Bye. Great.

Conversation Format

Speaker None: ... benefits and a card. My name is Sara. May I have your name, please? Hi, my name is Monet. Hello, ma'am. How may I help you? Hi. So a new job I'm applying for, um, the benefit is, uh, in the card is a enrollment option for me. Um, and I was wondering if you can go over the plan options with me because I'm trying to pick which one is best for me. Okay. What company are you working with? Um, Stephen Pleats. No, but, uh, the temporary agency, the staffing agency. Oh, Nor staffing Group. Okay. Give me just a minute while I download the information. Uh, then may I have the last four of your Social just to locate your account? Yes. 6784. Okay. Give me just a minute. Okay. Because you're such a new hire, um, eh, they haven't sent us your information, but I'm going to give you just general information, okay? Okay. Okay. Your company, they're offering one preventive care plan. Okay. First, is that going to be for yourself only or, um, somebody else at the family like kids or a spouse? Um, it will just be for me. Okay. So I'm going to give you prices based on yourself only. Eh, the first plan is called Stay Healthy and Be Smart. That one is a preventive care. It

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