

Transcript: Sara

Marulanda-5715838521262080-4865780204650496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Huh? Morgan Pickle. Yes, ma'am. How may I help you? I need to set up, um, my benefits. Okay. May I have the name of the agency that you are working with and the last four of your Social? Serge Staffing, 6635. And what is your last name again? Pickle, P-I-C-K-L-E. 6635, Serge Staffing. Mm-hmm. When do you start working, ma'am? Um, I have orientation Wednesday. Oh, okay. They have not sent us your profile yet. So it's up to you if you want us to create a profile and enroll you from there or if you want to wait until they send us a profile. Um, we can create one because I- Okay. ... have the verification code. It was sent to my email, the verification code for the profile. Okay, let's do it. So may I have, please, your complete Social Security number? 417-57-6635. 417-57-6635. Mm-hmm. First name? Morgan, M-O-R-G-A-N. Any middle initial? L. Last name Pickle, P-I-C-K-L-E? Mm-hmm. And your address? 652 Hill, H-I-L-L Avenue, Rainbow City- Any apartment number? No. I'm sorry. Any apartment numbers? No? Okay. Uh, continue, I'm sorry. Rainbow City, Alabama. And that's 35906. And your date of birth? 12/22/03. Phone number? 256-295-4141. And your email? leeann.122203@gmail.com. Okay. Just a minute, please. Okay, Ms. Pickle. And do you already know what you would like to enroll at? No. Okay, let me explain you the plans your company's offering. Um, one preventive care plan. Will the coverage be for yourself only or somebody else at the family? Um, would it cover my mother? No, it will have to be for spouse or children. Oh. But not parents or siblings. I'm sorry. Um, I guess me and my children. Employee plus a child. So the first plan is called a Stay Healthy, MeC TeleRx. That one is a preventive care plan only. That one will not cover any physical doctor visitations or, like, ER visitations or surgery and non-hospital indemnity or physical doctor visitations. But it will include one physical exam examination. That one will be present, um, visitation. You will get a virtual urgent care, like, video calls for urgent care, uh, prescription coverage and the free Rx. And it will cover for... Okay, it will cover blood pressure screenings, cholesterol, colorectal cancer screenings, depression, diabetes screenings, hepatitis C, HIV, lung cancer screenings, tubercloshi- tuberculosis. Um... For children, it will cover screenings like hepatitis... Okay, hold on. Okay, blood pressure, depression, diabetes, hearing loss, sickle cell disease, HIV, hypothesas- theas- hypothyroidism, obesity, um, vision, autism, and oral health. It will give you counseling for, um, healthy diet, um, breastfeeding, um, violence. It will cover, um, prescriptions and the free Rx, and immunizations like influenza, tetanus, diphtheria, pertussis-... varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis. Um, all chil- poor children will cover hepatitis A and B, rotavirus, diphtheria, tetanus, pertussis, pneumococcal, polio, poliovirus, influenza, measles, mumps, rubella, varicella, meningococcal, and HPV. That plan will cost you... Okay, let me see. \$22.39 per week. Um, you have the medical plan include any of what I just explained,

any of the preventatives. But they will help you cover some of the medical and hospital, um, I mean expense like, um, for emergency room, they will cover \$50 per day, two times a year. For urgent care facility, they will cover \$50 per day, four times a year. For physician's office, they will cover \$50 per day, four times a year. Um, the main difference between these two plans, other than the price, is the, the BIP Standard will, will include intensive care benefit. I mean, will not include intensive care benefit, but BIP Classic will cover \$100 per day for 20 days for intensive care unit. Uh, rehabilitation is not included under BIP Standard, but BIP Classic will cover \$25 per day for 30 days. For certain hospital, BIP Standard will cover \$250 per day, and BIP Classic will cover \$500, uh, per day, each one, one time. Can you see the difference between those two plans? Yes. Is there a way that you can email me, um, the plan? Yes. Give me just a minute while we do that. Please remember, you have 30 days from your first paycheck in order to enroll. After 30 days, you're not gonna be eligible. Um, you have, uh... You are allowed to enroll in one preventative, one medical, or one preventive and one medical. Um, you have access for the, um, additional benefit options like dental, vision, um, term life, short-term disability. You can have them each one or all of them, add them to a medical, um, preventative or no medical, no preventative, but, uh, able to enroll on the pre- in the additional benefit options. Okay, so just checking. Okay, I just sent you the email. Oh, okay. And can you check your email while we are on the phone? Mm-hmm. That's... I'm waiting for it to come through. Okay. It's, it, it's an email from info@benefitsinacard. Mm-hmm. I've got it. Okay. Okay. Um, so would you like us to review the information together or do you wanna do it yourself and then give us a call back, or how would you wanna do it? I'll give a call back. Okay, perfect. So, um, that's what we're gonna do at this moment. Um, I just gonna put the notes and in case you wanna enroll, just give us a call back. Okay? Okay. All righty then. So thank you for calling Benefits in a Card. Have a wonderful day. You too. All righty then. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Huh? Morgan Pickle. Yes, ma'am. How may I help you? I need to set up, um, my benefits. Okay. May I have the name of the agency that you are working with and the last four of your Social? Serge Staffing, 6635. And what is your last name again? Pickle, P-I-C-K-L-E. 6635, Serge Staffing. Mm-hmm. When do you start working, ma'am? Um, I have orientation Wednesday. Oh, okay. They have not sent us your profile yet. So it's up to you if you want us to create a profile and enroll you from there or if you want to wait until they send us a profile. Um, we can create one because I- Okay. ... have the verification code. It was sent to my email, the verification code for the profile. Okay, let's do it. So may I have, please, your complete Social Security number? 417-57-6635. 417-57-6635. Mm-hmm. First name? Morgan, M-O-R-G-A-N. Any middle initial? L. Last name Pickle, P-I-C-K-L-E? Mm-hmm. And your address? 652 Hill, H-I-L-L Avenue, Rainbow City- Any apartment number? No. I'm sorry. Any apartment numbers? No? Okay. Uh, continue, I'm sorry. Rainbow City, Alabama. And that's 35906. And your date of birth? 12/22/03. Phone number? 256-295-4141. And your email? leeann.122203@gmail.com. Okay. Just a minute, please. Okay, Ms. Pickle. And do

you already know what you would like to enroll at? No. Okay, let me explain you the plans your company's offering. Um, one preventive care plan. Will the coverage be for yourself only or somebody else at the family? Um, would it cover my mother? No, it will have to be for spouse or children. Oh. But not parents or siblings. I'm sorry. Um, I guess me and my children. Employee plus a child. So the first plan is called a Stay Healthy, MeC TeleRx. That one is a preventive care plan only. That one will not cover any physical doctor visitations or, like, ER visitations or surgery and non-hospital indemnity or physical doctor visitations. But it will include one physical exam examination. That one will be present, um, visitation. You will get a virtual urgent care, like, video calls for urgent care, uh, prescription coverage and the free Rx. And it will cover for... Okay, it will cover blood pressure screenings, cholesterol, colorectal cancer screenings, depression, diabetes screenings, hepatitis C, HIV, lung cancer screenings, tuberculosis- tuberculosis. Um... For children, it will cover screenings like hepatitis... Okay, hold on. Okay, blood pressure, depression, diabetes, hearing loss, sickle cell disease, HIV, hypothyroidism, obesity, um, vision, autism, and oral health. It will give you counseling for, um, healthy diet, um, breastfeeding, um, violence. It will cover, um, prescriptions and the free Rx, and immunizations like influenza, tetanus, diphtheria, pertussis-... varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis. Um, all children- poor children will cover hepatitis A and B, rotavirus, diphtheria, tetanus, pertussis, pneumococcal, polio, poliovirus, influenza, measles, mumps, rubella, varicella, meningococcal, and HPV. That plan will cost you... Okay, let me see. \$22.39 per week. Um, you have the medical plan include any of what I just explained, any of the preventatives. But they will help you cover some of the medical and hospital, um, I mean expense like, um, for emergency room, they will cover \$50 per day, two times a year. For urgent care facility, they will cover \$50 per day, four times a year. For physician's office, they will cover \$50 per day, four times a year. Um, the main difference between these two plans, other than the price, is the, the BIP Standard will, will include intensive care benefit. I mean, will not include intensive care benefit, but BIP Classic will cover \$100 per day for 20 days for intensive care unit. Uh, rehabilitation is not included under BIP Standard, but BIP Classic will cover \$25 per day for 30 days. For certain hospital, BIP Standard will cover \$250 per day, and BIP Classic will cover \$500, uh, per day, each one, one time. Can you see the difference between those two plans? Yes. Is there a way that you can email me, um, the plan? Yes. Give me just a minute while we do that. Please remember, you have 30 days from your first paycheck in order to enroll. After 30 days, you're not gonna be eligible. Um, you have, uh... You are allowed to enroll in one preventative, one medical, or one preventative and one medical. Um, you have access for the, um, additional benefit options like dental, vision, um, term life, short-term disability. You can have them each one or all of them, add them to a medical, um, preventative or no medical, no preventative, but, uh, able to enroll on the pre- in the additional benefit options. Okay, so just checking. Okay, I just sent you the email. Oh, okay. And can you check your email while we are on the phone? Mm-hmm. That's... I'm waiting for it to come through. Okay. It's, it, it's an email from info@benefitsinacard. Mm-hmm. I've got it. Okay. Okay. Um, so would you like us to review the information together or do you wanna do it yourself and then give us a call back, or how would you wanna do it? I'll give a call back. Okay, perfect. So, um, that's what we're gonna do at this moment. Um, I just gonna put the notes and in case you wanna enroll, just give us a call back. Okay? Okay. All righty then. So thank you for calling Benefits in a Card. Have a wonderful day. You too. All righty then.

Thank you. Bye-bye.