

Transcript: VICTORIA

Taylor-4679489354383360-6284320393314304

Full Transcript

Thank you for calling Benefit . This is Victoria. How can I help you? Hi, Victoria. I currently have, um, a, a plan with y'all, and I wanted to see if you have a, a, like a, an upgraded plan or a plan that covers, um, a hospital surgery? Okay. Uh, what's the name of the agency you work for? Oh, I work for Partners Personnel. And the last four of your social? 6978. Okay. And your first and last name? Michael Parker. Okay. Um, do you mind verifying your address and date of birth? Sure. It's 1916 East Eighth Street, Tucson, Arizona 85719 and 10169. Okay. It looks like I have a different address. Does that need to be updated? Yeah, it does. You have the... Was it Caicedo or something? Yeah, the 516 West- Yeah. Yeah, Sahuarita. All right. Yeah, that's an old address. And what is the current address, again? It's 1916 East Eighth, misspelled number eight, T-A-H Street. Okay, so do you state- Like two- ... a zip code? Tucson, Arizona 85719. Okay. Give me one second. All right. And then phone number 469-642-6068? Correct. And then email is gonna be IntegrityCreditDFW@gmail.com? Correct. All right. Um, so currently you are outside of the company's open enrollment period as well as your personal open enrollment period. So we wouldn't be able to make any type of changes to the enrollment at this time. Now the medical plan that you have though, it is a, uh, medical plan that covers your preventative and your non-preventative medical. So you have coverage for hospitalizations under your medical plan. They're telling me they don't cover it. I need like a... Just a minor hernia surgery and they're saying that they're not cover- they cover like \$500 of it, that's it. Yeah. Unfortunately this is not major medical, so it's not gonna cover a large portion of the medical bills. I do see here that surgery in hospital, the benefit for that, they would only pay \$500 a day with a max of one day. Okay. Is there... Just out of curiosity, is there a better plan than that that covers more major medical? We don't offer major medical at all. Um- You don't. It's all just preventative? Yeah, we don't offer any major medical plans. The only other plan that I see that might pay a little bit more for, uh, the surgical benefits is maybe the VIP+ or the VIP Prime, which... So the VIP+ would pay \$1000 a day with a max of one day and then the VIP Prime would pay \$2000 a day with a max of one day for the surgical- Okay. ... benefit. Okay. Okay. I think those plans are further, much more expensive probably not worth the... Okay. Okay, I was just curious. Okay. Did you have any other- Okay. ... questions for me? Nope. That's it. I appreciate it. Thank you. Yes, sir. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit . This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. I currently have, um, a, a plan with y'all, and I wanted to see if you have a, a, like a, an upgraded plan or a plan that covers, um, a hospital surgery?

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Oh, I work for Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6978.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Michael Parker.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Sure. It's 1916 East Eighth Street, Tucson, Arizona 85719 and 10169.

Speaker speaker_0: Okay. It looks like I have a different address. Does that need to be updated?

Speaker speaker_1: Yeah, it does. You have the... Was it Caicedo or something?

Speaker speaker_0: Yeah, the 516 West-

Speaker speaker_1: Yeah. Yeah, Sahuarita.

Speaker speaker_0: All right.

Speaker speaker_1: Yeah, that's an old address.

Speaker speaker_0: And what is the current address, again?

Speaker speaker_1: It's 1916 East Eighth, misspelled number eight, T-A-H Street.

Speaker speaker_0: Okay, so do you state-

Speaker speaker_1: Like two-

Speaker speaker_0: ... a zip code?

Speaker speaker_1: Tucson, Arizona 85719.

Speaker speaker_0: Okay. Give me one second. All right. And then phone number 469-642-6068?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is gonna be IntegrityCreditDFW@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Um, so currently you are outside of the company's open enrollment period as well as your personal open enrollment period. So we wouldn't be able to make any type of changes to the enrollment at this time. Now the medical plan that you have

though, it is a, uh, medical plan that covers your preventative and your non-preventative medical. So you have coverage for hospitalizations under your medical plan.

Speaker speaker_1: They're telling me they don't cover it. I need like a... Just a minor hernia surgery and they're saying that they're not cover- they cover like \$500 of it, that's it.

Speaker speaker_0: Yeah. Unfortunately this is not major medical, so it's not gonna cover a large portion of the medical bills. I do see here that surgery in hospital, the benefit for that, they would only pay \$500 a day with a max of one day.

Speaker speaker_1: Okay. Is there... Just out of curiosity, is there a better plan than that that covers more major medical?

Speaker speaker_0: We don't offer major medical at all. Um-

Speaker speaker_1: You don't. It's all just preventative?

Speaker speaker_0: Yeah, we don't offer any major medical plans. The only other plan that I see that might pay a little bit more for, uh, the surgical benefits is maybe the VIP+ or the VIP Prime, which... So the VIP+ would pay \$1000 a day with a max of one day and then the VIP Prime would pay \$2000 a day with a max of one day for the surgical-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefit.

Speaker speaker_1: Okay. Okay. I think those plans are further, much more expensive probably not worth the... Okay. Okay, I was just curious.

Speaker speaker_0: Okay. Did you have any other-

Speaker speaker_1: Okay.

Speaker speaker_0: ... questions for me?

Speaker speaker_1: Nope. That's it. I appreciate it. Thank you.

Speaker speaker_0: Yes, sir. Have a good day.