

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Um, yes, I was just wondering what kind of benefits you guys offer? Uh, what staffing company do you work with? Associated Staffing. Associated Staffing? Okay. Yes. One moment. Okay. Let me take a look at what benefits they're offering. Okay, thank you. No problem. So, Associated Staffing offers, uh, looks like they offer, uh, just, uh, either medical, vision or behavioral health benefits. Okay. So, how would I be able to sign up for that? Uh, I can set that up. I can set that up for you if you want. Um, what's the last four of your Social? Um, six, zero, nine, three. And your first and last name? Marian Banda. Uh, Ms. Banda, could you verify your address and your date of birth for me please? Yes, um, it's... The address might have changed but the one I was living at was, um, 1414 St. Paul Road. Or probably 1816 West 11th Street. Uh, we have a different address than both of those. Um... Was it the Lake View? Yes. Yeah. Oh, okay. Um, I'm not re- The- I don't remember the address fully, but... Do you at least remember what city and state it was in? Yes. Grand Island, Nebraska. Okay. All right, and what's your current address, ma'am? It's 1816 West 11th Street in Grand Island, Nebraska. 68801, or 03, I'm sorry. Okay. Thank you. And then, can you verify your date of birth please? Yes. Um, October 26th, 1997. Thank you. Let's see here. All right, and then I have a phone number on file for you at 258-7080? Yes. Mm-hmm. All right. Okay, and yes. So, um, Associated Staffing offers two different options for medical. Um, they offer the StayHealthy TeleRx plan which covers, uh, things like, uh, physicals, vaccines, cancer screenings, um, preventative care services. So, uh, and that includes a membership to the FreeRx program for, uh, prescription benefits. Um, but as far as, like, treatment services, like doctor's visits or hospital visits if you're sick or anything like that, those are not covered by that plan. Um- Oh, I see. ... the other p-... The other plan available is the VIP Choice plan, um, which is- Mm-hmm. ... more along the lines of, like, it'll cover those doctor's visits, those hospital visits if you're sick or anything like that, um. Yeah. But that plan, uh, but that plan doesn't cover those preventative care services. Um, if you wish to have both types of benefit, you can enroll into StayHealthy and VIP at the same time. Um, you would just be seeing, uh, both the s-... the \$18.42 for the StayHealthy, uh, TeleRx and then the \$15.73 for the VIP as well. How much? I'm sorry? Uh, the preventative care plan is \$18.42 per week, and the VIP Choice plan, which is the medical, like, for, like, the doctor's and hospitals and the like, is \$15.73 per week. Mm-hmm. Um, and then, and then additionally they also offer vision, uh, for \$1.99 a week, and then behavioral health for \$1.41 a week. Okay. That sounds good. I just don't have, um, enough time to enroll right now 'cause I'm at work, um... That's- Can I always call back? Yeah, that's... Yeah, that's fine. Open enrollment is going on between, uh, it started yesterday and it goes until the end of January. January? Okay. All right. Thank you so much. I appreciate it. No problem. Okay. Uh, no

problem. Anything else? Um, no. That's it. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes, I was just wondering what kind of benefits you guys offer?

Speaker speaker_1: Uh, what staffing company do you work with?

Speaker speaker_2: Associated Staffing.

Speaker speaker_1: Associated Staffing? Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: One moment.

Speaker speaker_2: Okay.

Speaker speaker_1: Let me take a look at what benefits they're offering.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. So, Associated Staffing offers, uh, looks like they offer, uh, just, uh, either medical, vision or behavioral health benefits.

Speaker speaker_2: Okay. So, how would I be able to sign up for that?

Speaker speaker_1: Uh, I can set that up. I can set that up for you if you want. Um, what's the last four of your Social?

Speaker speaker_2: Um, six, zero, nine, three.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Marian Banda.

Speaker speaker_1: Uh, Ms. Banda, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yes, um, it's... The address might have changed but the one I was living at was, um, 1414 St. Paul Road. Or probably 1816 West 11th Street.

Speaker speaker_1: Uh, we have a different address than both of those.

Speaker speaker_2: Um... Was it the Lake View?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah. Oh, okay. Um, I'm not re-

Speaker speaker_1: The-

Speaker speaker_2: I don't remember the address fully, but...

Speaker speaker_1: Do you at least remember what city and state it was in?

Speaker speaker_2: Yes. Grand Island, Nebraska.

Speaker speaker_1: Okay. All right, and what's your current address, ma'am?

Speaker speaker_2: It's 1816 West 11th Street in Grand Island, Nebraska. 68801, or 03, I'm sorry.

Speaker speaker_1: Okay. Thank you. And then, can you verify your date of birth please?

Speaker speaker_2: Yes. Um, October 26th, 1997.

Speaker speaker_1: Thank you. Let's see here. All right, and then I have a phone number on file for you at 258-7080?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: All right. Okay, and yes. So, um, Associated Staffing offers two different options for medical. Um, they offer the StayHealthy TeleRx plan which covers, uh, things like, uh, physicals, vaccines, cancer screenings, um, preventative care services. So, uh, and that includes a membership to the FreeRx program for, uh, prescription benefits. Um, but as far as, like, treatment services, like doctor's visits or hospital visits if you're sick or anything like that, those are not covered by that plan. Um-

Speaker speaker_2: Oh, I see.

Speaker speaker_1: ... the other p-... The other plan available is the VIP Choice plan, um, which is-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... more along the lines of, like, it'll cover those doctor's visits, those hospital visits if you're sick or anything like that, um.

Speaker speaker_2: Yeah.

Speaker speaker_1: But that plan, uh, but that plan doesn't cover those preventative care services. Um, if you wish to have both types of benefit, you can enroll into StayHealthy and VIP at the same time. Um, you would just be seeing, uh, both the s-... the \$18.42 for the StayHealthy, uh, TeleRx and then the \$15.73 for the VIP as well.

Speaker speaker_2: How much? I'm sorry?

Speaker speaker_1: Uh, the preventative care plan is \$18.42 per week, and the VIP Choice plan, which is the medical, like, for, like, the doctor's and hospitals and the like, is \$15.73 per week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then, and then additionally they also offer vision, uh, for \$1.99 a week, and then behavioral health for \$1.41 a week.

Speaker speaker_2: Okay. That sounds good. I just don't have, um, enough time to enroll right now 'cause I'm at work, um...

Speaker speaker_1: That's-

Speaker speaker_2: Can I always call back?

Speaker speaker_1: Yeah, that's... Yeah, that's fine. Open enrollment is going on between, uh, it started yesterday and it goes until the end of January.

Speaker speaker_2: January? Okay. All right. Thank you so much. I appreciate it.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, no problem. Anything else?

Speaker speaker_2: Um, no. That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye-bye.