

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 in a Card. This is Chris. How can I help you today? Hey, Chris. This is Caleb with Partners Personnel, just calling to set up some benefits. Okay. Uh, let me pull your file and see what you're eligible for. What's the last four of your Social? 3634. And your last name? Last name or pay? Uh, your na- your last name, sorry. Menifield, M-E-N-I-F-I-E-L-D. Thank you. All right, Caleb. Uh, could you verify your address and your date of birth for me please? Date of birth, 10/30/92. Address, 555 Bayswater Way, 30024 in Suwanee, Georgia. Thank you. Uh, we have a phone number on file for you at 599-3929. Is that correct? Yeah, that's correct, the one I'm calling from. All right. And yeah, it does look like you're well within your eligibility window. Looks like that window just started last week. So you've got between now and February 5th to make any decisions on what you want to enroll into. Now, did you already have an idea of what you wanted to enroll into? I don't. May I know those benefits? Yeah. So, um, Partners Personnel offers a couple of different options. They offer five medical plans, uh, which all cover different things. Um, things... Uh, one plan is a preventative care only plan. It's only going to be good for things like physicals, vaccines, cancer screenings and services such as that. Um, then, uh, there's another... there's another plan known as the VIP plan. This plan is kind of a, uh... This, this plan will cover those doctor's visits, those hospital visits, things like that that the preventative care only plan would not cover. However, it does not cover those preventative care services. Uh, there's three levels to this plan, uh, standard, plus and prime. Uh, obviously the higher level you select, the more coverage that you are going to have. However, um, with that said, y- y- again, none of these plans will cover those preventative care services. Um, finally, there's the StayHealthy or MEC Enhanced Plan. This plan will cover more along the lines of those... Uh, will cover both those, uh, doctor's visits, hospital visits, things like that, as well as covering those preventative care services, so like those physicals, those vaccines, et cetera. Um, again, those are all just the medical options. Additionally, Partners also offers benefits for dental, vision, life insurance, critical illness, accident coverage, behavioral health, uh, short-term disability, life insurance and identity protection. Okay. So for the medical, how much would that be? Uh, it depends on the plan you select and if you're covering anyone else. Um, is it for just yourself or are you cov- or are you covering anyone else? Just myself. Okay. So, um, the medical plans, uh, again, it's ki-... It's entirely dependent on which plan you select. The, uh, StayHealthy, the preventative care only is \$16.80 per week. The VIP, um, standard is \$17.66 a week plus the \$31.61 a week, and Prime is \$43.28 a week. And then finally, the StayHealthy Enhanced, which is that combination plan, is \$43.76 a week. Okay, and I have the option until February what date to decide? Uh, February 5th is your deadline. Okay. Um, if it might help- Are you able to email me this information as well? Yeah, I will. I actually was just going to offer that. If it might help,

we can send an information packet that goes over all of that. Uh, kind of beat me to the punch there a little bit. Um, but yeah, we'll go ahead and send that on over to you. Uh, can you just confirm, we got your email on file of caleb.edwards@yahoo.com? That's perfect. Got it. All right, so I'll send this on over to you. This email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Uh, just give that a read through and then just give us a call back, and our operating hours are in that email. Uh, but that's Monday through Friday, 8:00 AM to 8:00 PM Eastern. Uh, any one of our representatives will be able to help you get enrolled, okay? I appreciate that. No problem. Was there anything else I could help you with? No, Chris, I appreciate you. Have a great rest of your day. Same to you, sir. Thanks again for calling. Bye now. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. This is Caleb with Partners Personnel, just calling to set up some benefits.

Speaker speaker_1: Okay. Uh, let me pull your file and see what you're eligible for. What's the last four of your Social?

Speaker speaker_2: 3634.

Speaker speaker_1: And your last name?

Speaker speaker_2: Last name or pay?

Speaker speaker_1: Uh, your na- your last name, sorry.

Speaker speaker_2: Menifield, M-E-N-I-F-I-E-L-D.

Speaker speaker_1: Thank you. All right, Caleb. Uh, could you verify your address and your date of birth for me please?

Speaker speaker_2: Date of birth, 10/30/92. Address, 555 Bayswater Way, 30024 in Suwanee, Georgia.

Speaker speaker_1: Thank you. Uh, we have a phone number on file for you at 599-3929. Is that correct?

Speaker speaker_2: Yeah, that's correct, the one I'm calling from.

Speaker speaker_1: All right. And yeah, it does look like you're well within your eligibility window. Looks like that window just started last week. So you've got between now and February 5th to make any decisions on what you want to enroll into. Now, did you already have an idea of what you wanted to enroll into?

Speaker speaker_2: I don't. May I know those benefits?

Speaker speaker_1: Yeah. So, um, Partners Personnel offers a couple of different options. They offer five medical plans, uh, which all cover different things. Um, things... Uh, one plan is a preventative care only plan. It's only going to be good for things like physicals, vaccines, cancer screenings and services such as that. Um, then, uh, there's another... there's another plan known as the VIP plan. This plan is kind of a, uh... This, this plan will cover those doctor's visits, those hospital visits, things like that that the preventative care only plan would not cover. However, it does not cover those preventative care services. Uh, there's three levels to this plan, uh, standard, plus and prime. Uh, obviously the higher level you select, the more coverage that you are going to have. However, um, with that said, y- y- again, none of these plans will cover those preventative care services. Um, finally, there's the StayHealthy or MEC Enhanced Plan. This plan will cover more along the lines of those... Uh, will cover both those, uh, doctor's visits, hospital visits, things like that, as well as covering those preventative care services, so like those physicals, those vaccines, et cetera. Um, again, those are all just the medical options. Additionally, Partners also offers benefits for dental, vision, life insurance, critical illness, accident coverage, behavioral health, uh, short-term disability, life insurance and identity protection.

Speaker speaker_2: Okay. So for the medical, how much would that be?

Speaker speaker_1: Uh, it depends on the plan you select and if you're covering anyone else. Um, is it for just yourself or are you cov- or are you covering anyone else?

Speaker speaker_2: Just myself.

Speaker speaker_1: Okay. So, um, the medical plans, uh, again, it's ki-... It's entirely dependent on which plan you select. The, uh, StayHealthy, the preventative care only is \$16.80 per week. The VIP, um, standard is \$17.66 a week plus the \$31.61 a week, and Prime is \$43.28 a week. And then finally, the StayHealthy Enhanced, which is that combination plan, is \$43.76 a week.

Speaker speaker_2: Okay, and I have the option until February what date to decide?

Speaker speaker_1: Uh, February 5th is your deadline.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if it might help-

Speaker speaker_2: Are you able to email me this information as well?

Speaker speaker_1: Yeah, I will. I actually was just going to offer that. If it might help, we can send an information packet that goes over all of that. Uh, kind of beat me to the punch there a little bit. Um, but yeah, we'll go ahead and send that on over to you. Uh, can you just confirm, we got your email on file of caleb.edwards@yahoo.com?

Speaker speaker_2: That's perfect.

Speaker speaker_1: Got it. All right, so I'll send this on over to you. This email is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It

might have gotten filtered there. Uh, just give that a read through and then just give us a call back, and our operating hours are in that email. Uh, but that's Monday through Friday, 8:00 AM to 8:00 PM Eastern. Uh, any one of our representatives will be able to help you get enrolled, okay?

Speaker speaker_2: I appreciate that.

Speaker speaker_1: No problem. Was there anything else I could help you with?

Speaker speaker_2: No, Chris, I appreciate you. Have a great rest of your day.

Speaker speaker_1: Same to you, sir. Thanks again for calling. Bye now.

Speaker speaker_2: Thank you.