

Transcript: Chris Sofield

(deactivated)-4803658900258816-4715135262212096

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. How are you doing? My name is Manuel. Uh, I am calling because, uh, I got hired on with Personal Personnel, uh, a temp agency, and I got a text message saying something about benefits, so I just wanted to give you a call in regards to that. Okay. Yeah. We're the, we're the enrollment administrator for the health insurance benefits for Partners Personnel, uh, so that... they're just letting you know- Okay. ... that you may be eligible for those health insurance benefits if you wish to enroll into them. Uh, perfect. Yeah. Can you tell me a little bit more about that in, in, uh, i- if you don't mind? Yeah. So one moment. Partners offers a couple of different options. They offer five different medical plans. Um, one, which is a preventative care only plan, so things like physicals, vaccines and cancer screenings, but no treatment services. Um, three, which are like all three levels of the same plan, VIP, Standard, Plus and Prime, which cover treatment services, so like sickness visits, injuries, anything like that, but they do not cover preventative care. And then one... and then a final plan that covers kind of like both, uh, both lines of benefit. So both like the preventative care services as well as the, uh, injury and sickness treatment visits. Um, other than- Okay. ... medical, they also offer dental, vision, short-term disability, life insurance, critical illness, accident coverage, and a, uh, a standalone prescription policy known as FreeRx. Okay. Um, if, uh... so yeah, that's, uh... those are kind of just brief overviews of the plans available. Um, if you would like, uh, if you're, if you are a brand new hire with Partners, you should have 30 days from the date of your first check to, uh, to make any final decisions from them. Um, but I can email you an information packet that, that goes over the plans as well, kind of gives an idea of examples of what kinds of services would be covered along with pricing for each plan coming out of your check every week, and all of that kind of information. I see. I see. Um, w- w- uh, perfect. Yeah. If you don't mind, you can definitely do that. Um, um, my email is Martinez with a S. Martinez? Son. Martinson. Martinson? Martinson. So it's Martinez and then O-N at the end. Okay. Martinson. Okay. And it's 011@Yahoo.com. Martinsonz- 011@Yahoo.com. Got it. All right. I will go ahead and email you the information packet for Partners Benefits. Uh, just go ahead and give this a read through, and then, uh, if you, if you wish to enroll into anything, just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Perfect. Thank you so much. Appreciate, uh, the information. You're welcome. Anything else? Uh, no, I think that's going to do it for now. I'll give you guys a call back, uh, to go over the plans and, uh, see which one fits best. All right. Well, if that's everything- ... thanks again for calling and have a wonderful day. You do the same. Thank you. You're welcome. Bye now. 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 in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. How are you doing? My name is Manuel. Uh, I am calling because, uh, I got hired on with Personal Personnel, uh, a temp agency, and I got a text message saying something about benefits, so I just wanted to give you a call in regards to that.

Speaker speaker_1: Okay. Yeah. We're the, we're the enrollment administrator for the health insurance benefits for Partners Personnel, uh, so that... they're just letting you know-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you may be eligible for those health insurance benefits if you wish to enroll into them.

Speaker speaker_2: Uh, perfect. Yeah. Can you tell me a little bit more about that in, in, uh, i-if you don't mind?

Speaker speaker_1: Yeah. So one moment. Partners offers a couple of different options. They offer five different medical plans. Um, one, which is a preventative care only plan, so things like physicals, vaccines and cancer screenings, but no treatment services. Um, three, which are like all three levels of the same plan, VIP, Standard, Plus and Prime, which cover treatment services, so like sickness visits, injuries, anything like that, but they do not cover preventative care. And then one... and then a final plan that covers kind of like both, uh, both lines of benefit. So both like the preventative care services as well as the, uh, injury and sickness treatment visits. Um, other than-

Speaker speaker_2: Okay.

Speaker speaker_1: ... medical, they also offer dental, vision, short-term disability, life insurance, critical illness, accident coverage, and a, uh, a standalone prescription policy known as FreeRx.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, if, uh... so yeah, that's, uh... those are kind of just brief overviews of the plans available. Um, if you would like, uh, if you're, if you are a brand new hire with Partners, you should have 30 days from the date of your first check to, uh, to make any final decisions from them. Um, but I can email you an information packet that, that goes over the plans as well, kind of gives an idea of examples of what kinds of services would be covered along with pricing for each plan coming out of your check every week, and all of that kind of information.

Speaker speaker_2: I see. I see. Um, w- w- uh, perfect. Yeah. If you don't mind, you can definitely do that. Um, um, my email is Martinez with a S.

Speaker speaker_1: Martinez?

Speaker speaker_2: Son. Martinson.

Speaker speaker_1: Martinson?

Speaker speaker_2: Martinson. So it's Martinez and then O-N at the end.

Speaker speaker_1: Okay. Martinson. Okay.

Speaker speaker_2: And it's 011@Yahoo.com.

Speaker speaker_1: Martinsonz- 011@Yahoo.com. Got it. All right. I will go ahead and email you the information packet for Partners Benefits. Uh, just go ahead and give this a read through, and then, uh, if you, if you wish to enroll into anything, just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker_2: Perfect. Thank you so much. Appreciate, uh, the information.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: Uh, no, I think that's going to do it for now. I'll give you guys a call back, uh, to go over the plans and, uh, see which one fits best.

Speaker speaker_1: All right. Well, if that's everything- ... thanks again for calling and have a wonderful day.

Speaker speaker_2: You do the same. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye-bye.