

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Medical Resources, Chris. How can I help you today? Yeah, um, I was calling to, um, start, um, benefits. So, I was trying to get health and dental, uh, started back up. Okay. What staffing company do you work with? Uh, the Resource. I ask for your social? 1055. First and last name? Trevion Patrick. Mr. Patrick, please verify your address and date of birth. 5128 Oliver Tyson Lane, Apartment 102. Uh, date of birth, 6/12/99. And the rest of the address? I need the city, state and zip as well. Oh, uh, 017 North Carolina, uh, 27127. Thank you. Phone on file was 264-1806? Uh-huh. I'm sorry, I'm having a hard time hearing you over the background noise. Oh, yeah. Duh, that's it. Okay. All right. Let's see here. I show it looks like we have an enrollment set up already for just dental. Um, we're just waiting on deductions to start happening from any paychecks to start to, uh, actually start that plan. Uh, look- doesn't look like that's happened yet. You said you wanted to add medical to this? Uh, yeah. Uh, Healthcare, uh, Health Coverage, Health Insurance. Okay. Uh, so there are three options. One for... Uh, there's a plan called the Stay Healthy. This is preventative care only, things like physicals, vaccines, cancer screenings and the like. No doctors, no hospitals, no nothing like that. Um, and then there's two plans called VIP, Basic and Classic. These plans will cover doctor's visits, hospital visits and things like that, but do not cover preventative care services. So, you would not be able to get a physical or vaccine or anything like that. Um, you can enroll into both if you feel like you need both, um, but that's up to you. Uh, did y- did you want to do just m- Stay Healthy, just VIP or both? Uh, I'll do VIP. Um, the VIP is where I can go, uh, to, um, hospital visits and doctor visits and stuff, right? Correct. Yeah, there's two levels of this. Basic at \$15.50 a week and Classic at \$18.55 a week. Classic is the higher level and just provides a little bit more coverage than Basic does. Maybe I thought that was a, what the... Well, you said it was this Classic, um, over VIP? So, VIP Classic- So which, which, which is- is... VIP Classic is just a higher level of VIP Basic. Um, it is \$18.55 a week and provides more benefits than VIP Basic does. It will provide a little bit more coverage for covered services as well as provide benefits for things like overnight hospital stay, ICU and su- and a little bit more surgery coverage if, if it's needed. Oh, yeah. Oh, I think I'll go with that one. Okay. And these are for just yourself or are you covering anyone else? Um, just myself. All right. Um, so adding the VIP Classic to your existing dental will bring your total weekly deductions to \$21.93 per week. Do you authorize Resource to make these deductions? Yes. All right. And, um, with the dental, um, what does the, what does the, um, dental plan that I have right now cover for? Uh, there's only a single dental plan, so you're unable to really make any changes other than canceling it. But the dental plan offers, uh, it's... Uh, preventative services, like routine cleanings are covered at 100% with no deductible requirement. And basic services such as simple extractions, cavity fillings and X-rays are covered at 80% after you've met a \$50.00 deductible. There is no coverage for major services. So things like surgeries, root canals,

crowns, braces and dentures are not covered by this plan. Okay. All right, that sounds good. All right then. So, it's going to take about a week or two for the change to add medical to process. Once that happens, you'll see your deductions increase from the \$3.38 to the \$21.93. First deduction of... Monday after the first deduction of \$21.93 is when your medical will go into effect and you'll receive an ID card for that plan about a week or two after that. Okay. So, anything else? Oh, no, that's it. And so you said, um... And then I know I had, um, I already had the, uh, the dental. I already, um, enrolled. So, um, do you know when the benefit card was supposed to come? Uh, it has not yet because the policy hasn't become effective yet. We're still waiting on Resource to take the deductions for that plan as well. So, everything, you're just kind of waiting on the Resource at this point. Oh, okay. All right. Anything else? No, that's it. All right. Thanks for calling and have a good day. All right, you too. All right, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Resources, Chris. How can I help you today?

Speaker speaker_1: Yeah, um, I was calling to, um, start, um, benefits. So, I was trying to get health and dental, uh, started back up.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, the Resource.

Speaker speaker_0: I ask for your social?

Speaker speaker_1: 1055.

Speaker speaker_0: First and last name?

Speaker speaker_1: Trevion Patrick.

Speaker speaker_0: Mr. Patrick, please verify your address and date of birth.

Speaker speaker_1: 5128 Oliver Tyson Lane, Apartment 102. Uh, date of birth, 6/12/99.

Speaker speaker_0: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_1: Oh, uh, 017 North Carolina, uh, 27127.

Speaker speaker_0: Thank you. Phone on file was 264-1806?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: I'm sorry, I'm having a hard time hearing you over the background noise.

Speaker speaker_1: Oh, yeah. Duh, that's it.

Speaker speaker_0: Okay. All right. Let's see here. I show it looks like we have an enrollment set up already for just dental. Um, we're just waiting on deductions to start happening from

any paychecks to start to, uh, actually start that plan. Uh, look- doesn't look like that's happened yet. You said you wanted to add medical to this?

Speaker speaker_1: Uh, yeah. Uh, Healthcare, uh, Health Coverage, Health Insurance.

Speaker speaker_0: Okay. Uh, so there are three options. One for... Uh, there's a plan called the Stay Healthy. This is preventative care only, things like physicals, vaccines, cancer screenings and the like. No doctors, no hospitals, no nothing like that. Um, and then there's two plans called VIP, Basic and Classic. These plans will cover doctor's visits, hospital visits and things like that, but do not cover preventative care services. So, you would not be able to get a physical or vaccine or anything like that. Um, you can enroll into both if you feel like you need both, um, but that's up to you. Uh, did y- did you want to do just m- Stay Healthy, just VIP or both?

Speaker speaker_1: Uh, I'll do VIP. Um, the VIP is where I can go, uh, to, um, hospital visits and doctor visits and stuff, right?

Speaker speaker_0: Correct. Yeah, there's two levels of this. Basic at \$15.50 a week and Classic at \$18.55 a week. Classic is the higher level and just provides a little bit more coverage than Basic does.

Speaker speaker_1: Maybe I thought that was a, what the... Well, you said it was this Classic, um, over VIP?

Speaker speaker_0: So, VIP Classic-

Speaker speaker_1: So which, which, which is-

Speaker speaker_0: is... VIP Classic is just a higher level of VIP Basic. Um, it is \$18.55 a week and provides more benefits than VIP Basic does. It will provide a little bit more coverage for covered services as well as provide benefits for things like overnight hospital stay, ICU and su- and a little bit more surgery coverage if, if it's needed.

Speaker speaker_1: Oh, yeah. Oh, I think I'll go with that one.

Speaker speaker_0: Okay. And these are for just yourself or are you covering anyone else?

Speaker speaker_1: Um, just myself.

Speaker speaker_0: All right. Um, so adding the VIP Classic to your existing dental will bring your total weekly deductions to \$21.93 per week. Do you authorize Resource to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: All right.

Speaker speaker_1: And, um, with the dental, um, what does the, what does the, um, dental plan that I have right now cover for?

Speaker speaker_0: Uh, there's only a single dental plan, so you're unable to really make any changes other than canceling it. But the dental plan offers, uh, it's... Uh, preventative services,

like routine cleanings are covered at 100% with no deductible requirement. And basic services such as simple extractions, cavity fillings and X-rays are covered at 80% after you've met a \$50.00 deductible. There is no coverage for major services. So things like surgeries, root canals, crowns, braces and dentures are not covered by this plan.

Speaker speaker_1: Okay. All right, that sounds good.

Speaker speaker_0: All right then. So, it's going to take about a week or two for the change to add medical to process. Once that happens, you'll see your deductions increase from the \$3.38 to the \$21.93. First deduction of... Monday after the first deduction of \$21.93 is when your medical will go into effect and you'll receive an ID card for that plan about a week or two after that.

Speaker speaker_1: Okay.

Speaker speaker_0: So, anything else?

Speaker speaker_1: Oh, no, that's it. And so you said, um... And then I know I had, um, I already had the, uh, the dental. I already, um, enrolled. So, um, do you know when the benefit card was supposed to come?

Speaker speaker_0: Uh, it has not yet because the policy hasn't become effective yet. We're still waiting on Resource to take the deductions for that plan as well. So, everything, you're just kind of waiting on the Resource at this point.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thanks for calling and have a good day.

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, bye now.