

## Transcript: Chris Sofield

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### Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? S- hello. Uh, I'm just calling to see what my options are. I work for Partners Personnel, it's a temp agency. Okay. And you're just calling to see what the insurance plans they offer are? Correct. Okay. Um, so Partners offers a couple of different options for medical. They offer, I believe, it's five different plans, one of which is a preventative care only plan, so it's only good for things like physicals, vaccines, cancer screenings, and things like that. Um... Mm-hmm. Other medical services, like regular doctor's visits and hospital visits, however, are not covered by this plan. Um, the next three plans, the VIP level plans, are... or VIP plans, um, these are Standard, Plus, and Prime. They cover the doctor's visits and the hospital visits and the things that Stay Healthy does not cover. However, it does not cover the preventative care services, like those physicals and vaccines and cancer screenings and the like. Those are not covered by VIP. Uh, the final medical policy is the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover both the standard doctor's visits and hospital visits that VIP covers, while also covering the preventative care services that the standard Stay Healthy covers. On top of that, there are add-ons for dental, vision, life insurance, critical illness, short-term disability, accident coverage, behavioral health, identity, and identity protection. Hm. Okay. Um, if it would, if it would help as well, there is an information packet that goes over all of these as well that I can send to you via email. Um, if y- if it might be, if it might be better for you to kind of see all of this yourself. Um, would include information and examples of what kinds of services these plans will cover, as well as information on how much each plan will cost coming out of your check every week. I see. I see. Um, and i- I can also decide to opt out, right? Yeah, if you don't want any insurance from Partners Personnel, you just do nothing, as they don't automatically enroll you. So, you're only enrolled if you select anything. Ah, okay. Cool. Well, I just wanted to get that information. All right, was there- And, uh... What's that? Was there... Was there anything else I could help you with? No, no. Thank you. Thank you very much for explaining that to me. You're welcome. Appreciate that. Thank you. No problem. Yeah, All right, man. You have a good one. You as well. Mm-hmm. Bye now. Okay.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: S- hello. Uh, I'm just calling to see what my options are. I work for Partners Personnel, it's a temp agency.

Speaker speaker\_0: Okay. And you're just calling to see what the insurance plans they offer are?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Um, so Partners offers a couple of different options for medical. They offer, I believe, it's five different plans, one of which is a preventative care only plan, so it's only good for things like physicals, vaccines, cancer screenings, and things like that. Um...

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Other medical services, like regular doctor's visits and hospital visits, however, are not covered by this plan. Um, the next three plans, the VIP level plans, are... or VIP plans, um, these are Standard, Plus, and Prime. They cover the doctor's visits and the hospital visits and the things that Stay Healthy does not cover. However, it does not cover the preventative care services, like those physicals and vaccines and cancer screenings and the like. Those are not covered by VIP. Uh, the final medical policy is the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover both the standard doctor's visits and hospital visits that VIP covers, while also covering the preventative care services that the standard Stay Healthy covers. On top of that, there are add-ons for dental, vision, life insurance, critical illness, short-term disability, accident coverage, behavioral health, identity, and identity protection.

Speaker speaker\_1: Hm. Okay.

Speaker speaker\_0: Um, if it would, if it would help as well, there is an information packet that goes over all of these as well that I can send to you via email. Um, if y- if it might be, if it might be better for you to kind of see all of this yourself. Um, would include information and examples of what kinds of services these plans will cover, as well as information on how much each plan will cost coming out of your check every week.

Speaker speaker\_1: I see. I see. Um, and i- I can also decide to opt out, right?

Speaker speaker\_0: Yeah, if you don't want any insurance from Partners Personnel, you just do nothing, as they don't automatically enroll you. So, you're only enrolled if you select anything.

Speaker speaker\_1: Ah, okay. Cool. Well, I just wanted to get that information.

Speaker speaker\_0: All right, was there-

Speaker speaker\_1: And, uh... What's that?

Speaker speaker\_0: Was there... Was there anything else I could help you with?

Speaker speaker\_1: No, no. Thank you. Thank you very much for explaining that to me.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Appreciate that.

Speaker speaker\_0: Thank you. No problem. Yeah,

Speaker speaker\_2: All right, man. You have a good one.

Speaker speaker\_0: You as well. Mm-hmm. Bye now.

Speaker speaker\_1: Okay.