

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 Anyway? Uh, hello? Can you hear me? Yes, I can hear you. How can I help you today? Uh, yes. I received a text message in regards to, uh, Personnel Staffing, who I work for, on a Partners Personnel. And, uh, it's asking me... I got a text about benefits, and I haven't decided to set up the benefits yet. Okay. Yeah. So that's... All that is, is that's just advising that as a new hire with Partners Personnel, you're eligible for benefits if you wish to, if you wish to enroll into them. Um, were you looking to enroll at this time? Uh, y- yes. Start the year off? Yes. Okay. Um. All right. And did you have an idea of what you wanted to enroll into, or did you just need some information on what was available? Well, yes, th- that too. Like, what's available, like, uh, like, for me, I have a, a pregnant, uh, wife, and I also am looking... I'm trying to see if, if you guys offer, um, vision. Okay. Yeah. Vision is definitely offered. So- Um, let's see here. Let me go ahead and pull your file up. What, uh, what's the last four of your Social? Uh, 2938. And your first and last name? Uh, Jonathan Patton. All right, Mr. Patton. Could you verify your address and your date of birth for me, please? Uh, address, 10940 Sakonnet, S-A-K-O-N-N-E-T, uh... Is it River Drive? What's the address? I'm sorry, I'm sorry. One second. Address, Sakonnet River- Sakonnet River Drive. River... Yeah. River Drive. Sorry. Apartment 202. Okay. And then the city, state, and zip? Uh, Tampa, Florida 33617, I believe. Okay. And then your date of birth? Uh, March 29th, 1994. Thank you. All right. Then we have a phone number on file for you at 850-992-4105. Is that correct? Yes, that's correct. All right. All right. Let's see here. So yes, d- uh, dental is... Or sorry, you said vision. Vision is definitely available, and then, uh, there are five different medical policies, um, that cover sp- various different things. One of these, the StayHealthy TeleRx plan, this is a preventative care only plan, so it's only really good for things like, um, physicals, vaccines, cancer screenings, uh, services like that. Um, any sort of, like, regular treatment visits or hospitalizations or anything like that, unfortunately that plan would not cover. Um, the other policies available, there's the VIP plan. Uh, there's three levels of this: Standard, Plus, and Prime. These plans will cover more along the lines of those doctor's visits, those hospital visits, um, so on and so forth. Uh, what this will do is it provides with some form of, um, some form of benefit for those visits. However, the, these plans, the VIP does not cover those preventative care plans, those preventive care services. So things like those physicals and vaccines are not covered by VIP. Finally, there is the StayHealthy or MEC Enhanced plan, which is kind of a combination plan. It'll cover both those regular doc- doctors, like treatments or sickness visits, alongside those preventative care visits, so those physicals, those vaccines, and all th- and all of that. Okay. Okay. And, and, uh, I heard you say dental earlier. Do you guys cover dental? Uh, yes. There is a dental policy available as well. Okay. And how, how does that work as far as me and my wife? Does, does she have to have, like, the card

also? Could she be put on there, or is it me? Yeah. No, no. Your wife can be on there. Um, how, how that works as far as cards go, you only receive one copy of an ID card, and it's only in your name, but she, as a dependent on your policy, will be able to use it. Okay. And how, how do I add her as a, a dependent? Uh, I, I can set that up whenever we set up your enrollment itself. Um, now as far as- Okay. ... uh, now as far as the plans available, um, if you want, just 'cause like I said, those are very brief overview kind of descriptions of the policies, if it might help out, um, because you should still have a, a good chunk of time here. Uh, yes, you've got until Wednesday, January 29th to make any final decisions. Um, if you want, I can email you an information packet that goes over the plans that Partners offers. It'll give you all the information, um, for the plans, uh, simply just going over it. It might go a little bit more into detail that might be easier for you to read, so instead of just hearing someone talk about it over the phone. Um, and then you can just kind of give that a read through, you and your wife, see what's going to work out best for you guys, and then give us a call back. Yeah, yeah. That, that works. Okay. Cool. All right. Can you just confirm, we have your email on file, jonathanpatton8@gmail.com. Is that correct? Yes. All right. So I'm gonna send you the information packet. This is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Uh, give this a read through, and then i- uh, once you have an idea of what you want to enroll into, just give us a call back. We'll be able to help out. Okay. Thank you. No problem. Anything else for right now? Uh, no, no. All right. Well, if that's everything, thanks again for calling and have a wonderful day. All right. You too. All right. Bye now.

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 Anyway?

Speaker speaker_2: Uh, hello? Can you hear me?

Speaker speaker_1: Yes, I can hear you. How can I help you today?

Speaker speaker_2: Uh, yes. I received a text message in regards to, uh, Personnel Staffing, who I work for, on a Partners Personnel. And, uh, it's asking me... I got a text about benefits, and I haven't decided to set up the benefits yet.

Speaker speaker_1: Okay. Yeah. So that's... All that is, is that's just advising that as a new hire with Partners Personnel, you're eligible for benefits if you wish to, if you wish to enroll into them. Um, were you looking to enroll at this time?

Speaker speaker_2: Uh, y- yes. Start the year off? Yes.

Speaker speaker_1: Okay. Um. All right. And did you have an idea of what you wanted to enroll into, or did you just need some information on what was available?

Speaker speaker_2: Well, yes, th- that too. Like, what's available, like, uh, like, for me, I have a, a pregnant, uh, wife, and I also am looking... I'm trying to see if, if you guys offer, um,

vision.

Speaker speaker_1: Okay. Yeah. Vision is definitely offered.

Speaker speaker_2: So-

Speaker speaker_1: Um, let's see here. Let me go ahead and pull your file up. What, uh, what's the last four of your Social?

Speaker speaker_2: Uh, 2938.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Jonathan Patton.

Speaker speaker_1: All right, Mr. Patton. Could you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, address, 10940 Sakonnet, S-A-K-O-N-N-E-T, uh... Is it River Drive? What's the address? I'm sorry, I'm sorry. One second. Address, Sakonnet River-

Speaker speaker_0: Sakonnet River Drive.

Speaker speaker_2: River... Yeah. River Drive. Sorry. Apartment 202.

Speaker speaker_1: Okay. And then the city, state, and zip?

Speaker speaker_2: Uh, Tampa, Florida 33617, I believe.

Speaker speaker_1: Okay. And then your date of birth?

Speaker speaker_2: Uh, March 29th, 1994.

Speaker speaker_1: Thank you. All right. Then we have a phone number on file for you at 850-992-4105. Is that correct?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: All right. All right. Let's see here. So yes, d- uh, dental is... Or sorry, you said vision. Vision is definitely available, and then, uh, there are five different medical policies, um, that cover sp- various different things. One of these, the StayHealthy TeleRx plan, this is a preventative care only plan, so it's only really good for things like, um, physicals, vaccines, cancer screenings, uh, services like that. Um, any sort of, like, regular treatment visits or hospitalizations or anything like that, unfortunately that plan would not cover. Um, the other policies available, there's the VIP plan. Uh, there's three levels of this: Standard, Plus, and Prime. These plans will cover more along the lines of those doctor's visits, those hospital visits, um, so on and so forth. Uh, what this will do is it provides with some form of, um, some form of benefit for those visits. However, the, these plans, the VIP does not cover those preventative care plans, those preventive care services. So things like those physicals and vaccines are not covered by VIP. Finally, there is the StayHealthy or MEC Enhanced plan, which is kind of a combination plan. It'll cover both those regular doc- doctors, like treatments or sickness visits, alongside those preventative care visits, so those physicals, those

vaccines, and all th- and all of that.

Speaker speaker_2: Okay. Okay. And, and, uh, I heard you say dental earlier. Do you guys cover dental?

Speaker speaker_1: Uh, yes. There is a dental policy available as well.

Speaker speaker_2: Okay. And how, how does that work as far as me and my wife? Does, does she have to have, like, the card also? Could she be put on there, or is it me?

Speaker speaker_1: Yeah. No, no. Your wife can be on there. Um, how, how that works as far as cards go, you only receive one copy of an ID card, and it's only in your name, but she, as a dependent on your policy, will be able to use it.

Speaker speaker_2: Okay. And how, how do I add her as a, a dependent?

Speaker speaker_1: Uh, I, I can set that up whenever we set up your enrollment itself. Um, now as far as-

Speaker speaker_2: Okay.

Speaker speaker_1: ... uh, now as far as the plans available, um, if you want, just 'cause like I said, those are very brief overview kind of descriptions of the policies, if it might help out, um, because you should still have a, a good chunk of time here. Uh, yes, you've got until Wednesday, January 29th to make any final decisions. Um, if you want, I can email you an information packet that goes over the plans that Partners offers. It'll give you all the information, um, for the plans, uh, simply just going over it. It might go a little bit more into detail that might be easier for you to read, so instead of just hearing someone talk about it over the phone. Um, and then you can just kind of give that a read through, you and your wife, see what's going to work out best for you guys, and then give us a call back.

Speaker speaker_2: Yeah, yeah. That, that works.

Speaker speaker_1: Okay. Cool. All right. Can you just confirm, we have your email on file, jonathanpatton8@gmail.com. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I'm gonna send you the information packet. This is going to come from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Uh, give this a read through, and then i- uh, once you have an idea of what you want to enroll into, just give us a call back. We'll be able to help out.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Anything else for right now?

Speaker speaker_2: Uh, no, no.

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

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye now.