

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? Uh, yes. This is... My name is Jeff Gibbs. I'm an empl- uh, employee at Manchin, and I would like to call and, like talk, learn more about the insurance and dental and vision that is offered through Manchin. Okay. Um, all right. Are you already enrolled into the dental and vision or you just want in- information on those plans? Uh, I'd like information on those plans. Okay. So dental is pretty straightforward. Um, it's a 100%, uh, coverage for preventative care services, so things like your routine cleanings, uh, with no deductible requirement. And then basic services like a simple extraction, a cavity filling, an X-ray, something like that, uh, that's covered at 80% once you have met a \$50 deductible. Um, the de- the dental insurance does have an annual maximum of \$500 and it does not cover any major services. So things like, uh, crowns, dr- uh, surgeries, root canals, braces, dentures, uh, things like that, those are, those are not covered by the dental plan. Um, and then for vision, it's again fairly straightforward. Um, you have a \$10 copay for an eye exam, a \$25 copay for any lenses and frames. Uh, there's no copay for any contact lens fitting appointments. And then you have a \$130 frames allowance. This can also be applied to contact lenses if you go that route instead. Okay. And I'm cur- what are, what are the health insurance plans that are offered? So there are three. There's the StayHealthy plan. This plan will cover preventative care services only, so things like physicals, vaccines, cancer screenings, um, services like that. Any sort of doctor's visits or hospital visits if you are sick or have an injury, uh, those are not covered by the de- by the StayHealthy plan. Um, the other two plans available, VIP Standard and VIP Classic, those will cover, um, those doctor visits, hospital visits, uh, tho- those kinds of services if you are sick or have an injury. Uh, but, uh, those plans do not cover the preventative care plan or the preventative care services that the StayHealthy plan covers. Um, if you feel like you need both types of benefit, you are allowed to enroll into both StayHealthy and of- and your choice of VIP plan. Okay. I got you. Um, okay. And here's a question. Like someone told me once, like I actually called... This is my second time calling, where they said that there was like a brochure you could email to me where I could, like visually see the plans and everything. And like I'm, I never received that. Can I possibly get an email of that and everything? Yeah. Yes. Of course. Uh, what is your email address? Yes. It's, uh, GibbsJeff4@gmail.com. G-I-B-B-S-J-E-F-F 4@gmail.com? Yes. Mm-hmm. Yes. Correct. Got it. All right. I will send this information packet on over to you. This 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 through. Okay. Uh, perfect. Now, quick question. Like if, if I were to, like decide that I wanted to enroll, this would- would this be the phone number that I w- I would call and, and... Yes, sir. Okay. Perfect. Okay. So thank you. I, I just kind of... I definitely wanted to be able to look through 'em and see that way and everything,

so okay. I understand. Yeah. So yeah, just give that a read through, and then, uh, if you have any further questions or if you want to go ahead and enroll, just give us a call back and we'll be able to help you out. All right. Perfect. Well, thank you so much. No problem. Thanks again for calling and have a wonderful day. Yes. 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, this is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. This is... My name is Jeff Gibbs. I'm an empl- uh, employee at Manchin, and I would like to call and, like talk, learn more about the insurance and dental and vision that is offered through Manchin.

Speaker speaker_1: Okay. Um, all right. Are you already enrolled into the dental and vision or you just want in- information on those plans?

Speaker speaker_2: Uh, I'd like information on those plans.

Speaker speaker_1: Okay. So dental is pretty straightforward. Um, it's a 100%, uh, coverage for preventative care services, so things like your routine cleanings, uh, with no deductible requirement. And then basic services like a simple extraction, a cavity filling, an X-ray, something like that, uh, that's covered at 80% once you have met a \$50 deductible. Um, the de- the dental insurance does have an annual maximum of \$500 and it does not cover any major services. So things like, uh, crowns, dr- uh, surgeries, root canals, braces, dentures, uh, things like that, those are, those are not covered by the dental plan. Um, and then for vision, it's again fairly straightforward. Um, you have a \$10 copay for an eye exam, a \$25 copay for any lenses and frames. Uh, there's no copay for any contact lens fitting appointments. And then you have a \$130 frames allowance. This can also be applied to contact lenses if you go that route instead.

Speaker speaker_2: Okay. And I'm cur- what are, what are the health insurance plans that are offered?

Speaker speaker_1: So there are three. There's the StayHealthy plan. This plan will cover preventative care services only, so things like physicals, vaccines, cancer screenings, um, services like that. Any sort of doctor's visits or hospital visits if you are sick or have an injury, uh, those are not covered by the de- by the StayHealthy plan. Um, the other two plans available, VIP Standard and VIP Classic, those will cover, um, those doctor visits, hospital visits, uh, tho- those kinds of services if you are sick or have an injury. Uh, but, uh, those plans do not cover the preventative care plan or the preventative care services that the StayHealthy plan covers. Um, if you feel like you need both types of benefit, you are allowed to enroll into both StayHealthy and of- and your choice of VIP plan.

Speaker speaker_2: Okay. I got you. Um, okay. And here's a question. Like someone told me once, like I actually called... This is my second time calling, where they said that there was like a brochure you could email to me where I could, like visually see the plans and everything. And like I'm, I never received that. Can I possibly get an email of that and everything?

Speaker speaker_1: Yeah. Yes. Of course. Uh, what is your email address?

Speaker speaker_2: Yes. It's, uh, GibbsJeff4@gmail.com.

Speaker speaker_1: G-I-B-B-S-J-E-F-F 4@gmail.com?

Speaker speaker_2: Yes. Mm-hmm. Yes. Correct.

Speaker speaker_1: Got it. All right. I will send this information packet on over to you. This 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 through.

Speaker speaker_2: Okay. Uh, perfect. Now, quick question. Like if, if I were to, like decide that I wanted to enroll, this would- would this be the phone number that I w- I would call and, and...

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Perfect. Okay. So thank you. I, I just kind of... I definitely wanted to be able to look through 'em and see that way and everything, so okay.

Speaker speaker_1: I understand. Yeah. So yeah, just give that a read through, and then, uh, if you have any further questions or if you want to go ahead and enroll, just give us a call back and we'll be able to help you out.

Speaker speaker_2: All right. Perfect. Well, thank you so much.

Speaker speaker_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Yes. You too.

Speaker speaker_1: All right. Bye now.