

Transcript: Estefania

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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. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Patrick Faulkner. Um, so, um, I had, uh, my eligibility check over the weekend, well, over the weekend until Monday, and, uh, it was determined that, uh, I am eligible for, uh, health insurance as a new hire. Okay. As a new hire. What... So I just want to, uh, make sure... I, I, I just have a few questions about some of the parts, uh, of the, of your, uh, health insurance offerings. Okay. Um, could I please get the name of the staffing agency first, as well as the last four numbers of your Social, so that I can go ahead and open your file? Okay. First name is Patrick. Last name is Faulkner, F-A-U-L-K-N-E-R. And- So actually, the name of the agency. Oh, I'm sorry. My bad, I misunderstood. Uh, Tara Staffing Group. Okay. And then what are the last four of your Social? 0629. Thank you. Okay. And for security purposes, I do need you to verify your address as well as your date of birth. That's 1122 South 23rd Street in Tacoma, Washington 98405. And you wanted the email address as well, right? Um, no, your date of birth. Oh, I'm sorry, date of birth. December 24th, 1976. I'm sorry. I had a long day at work. It's okay. And then is your phone number still 253-374-6471? That's correct. Yeah. Okay. Thank you. And then I have patrickvf1976@gmail.com. That's correct. Yeah. Okay. So yeah, I was the one that spoke to you and that put that email in from the main ■■■ Oh, yeah, yeah, yeah. Right. Yeah. I remember now. I remember now. Yeah. Okay. Um, so did you know already what you wanna enroll into? You said you did have some questions regarding to the plans. Um, what were the questions- Well- ... exactly? ... one, one of my biggest concerns is, um, doctor visits. Now, the MEC plan, it doesn't cover for doctor visits, does it? Which one? 'Cause there's gonna be two. Um, give me one second. MEC, I'm thinking about this very healthy plan. So the Stay Healthy MEC TeleRx, that one is only a preventative plan, um, correct? Okay. That one doesn't cover any hospital visits, doctor visits, let's say, emergency room- Yeah. And... ... visits. So it's only for- Yeah. And... ... preventative services. Mm-hmm. And I see the VIP Standard doesn't cover that too, does it? So the VIP Standard covers hospital visits, doctor visits, the sick, emergency rooms, even some surgeries. Okay. But it doesn't cover the preventative side, which is what the MEC TeleRx covers. Mm-hmm. Okay. And then, um, so the two VIPs, they cover the hospital indemnity, but don't cover the preventative service, and then the MEC TeleRx only covers preventative service, but doesn't cover any hospital visits or emergency room visits. So it's like the opposite. Mm-hmm. Yes, sir. Um, but you could select the, like, one of the VIPs as well as the preventative. That's, um- Mm-hmm. You can do that. Mm-hmm. Yeah. But still I would have to pay, um, full, uh, the, for the full, uh, um... Correct, you would have. Yeah. Yeah. For doctor's visit. Yeah. And, uh, now I'm s- I'm currently seeing a, um, a, uh, chiropractor. Mm-hmm. And now, uh, well, that is not... Is, is it covered under the MVP plan? So any questions regarding- Would it, would it be like...

Would it be considered a doctor visit? So, any questions like those, you would have to contact, um, these two numbers prior to enrolling, because I can really just inform you the services that I see on the benefit guide that I emailed to you. So like, particular service, um, particular questions like that, to see if they're covered, I would have to direct you to these two particular lines. Um, and then they would be able to answer that for me. Okay. And I, I find, I find the phone numbers in the, uh, brochure, right? Um, I believe not the ones that I would give you right now. Okay. I don't think those are on the brochure. Um, it's- Okay. Could you text me these please? Uh, 'cause I'm, I'm, I'm about to... I have an appointment, and I'm about to, uh, go in, and, uh, uh, I'm kind of running out of time to, uh, make any ... Oh, okay. ... ??? number. Yeah. So I don't have a way to text you, um, the phone numbers. But if you want, I can email them to you. Yeah, you can email them to me if that works, uh, for you. So yeah, so these are the two lines that you would contact, um, for put... like specific questions like those. Like if you're wondering- Mm-hmm. ... if certain things are covered, these two ladies could- Okay. ... answer those questions prior to enrolling you, um, because I'm not really sure if that's covered or not under the plan that they offer. Okay. Be- And, so yeah. That may... Yeah. I'll go... Uh, uh, I guess, uh, it's best if you, if you go ahead and send me those and, um, what hour- do you happen to know their, uh, office hours? Their, their call- their, their calling hours? Um, if I'm completely honest, I'm not sure, but give me one second. Do you mind getting put on hold while I find that out? Okay. No problem. No problem. Thank you for your hold, Patrick. Um, I believe- Yeah, no problem. ... they're open from, um, I believe they're open from 8:00 to 5:00. I'm not 100% sure, but I believe- Mm-hmm. ... those are the time. If you do call and for some reason they don't answer, I would leave a voicemail because they're pretty good at getting back, back to you. Um, let me see what time. Okay. Is that, um, Eastern Time or is that Pacific Time? Yes. So we're Eastern Time. Okay. So they're gonna be closed when I get off work. Um, yeah, that's... I guess I'm gonna have to call in for break, I suppose. Um- Okay. I'm sorry. How much, how much, how much time do I have to make, uh, a final decision about- So about the time of your timeframe, I'm not so sure. I am gonna send an email tomorrow so that they can give me the exact amount of time that you have left so that I can inform you. Um, because all I really got was that you're eligible, but I am gonna- Mm-hmm. ... ask for the timeframe because I was looking for that- Mm-hmm. ... um, while I had you on hold. Oh, okay. Yeah, I... Because, uh, from what I remember is it's, um, within 30 days from the first paycheck- Mm-hmm. ... which I received, uh, on the 4th. Okay. So I'm kind of expecting to have time until the 4th, but I don't wanna go like into... on the... f- into the last day, you know? Yeah. Or else it'll be like all hectic and s- stressed and I don't want that. Yes, sir. I understand. Yes, I would definitely, um, contact those two numbers tomorrow. Um, did I go ahead and give- Okay. ... them to you already or do you still need them? One ends in 3290 and the other one in 3287. Which one, what, what, what number? Oh, those are, those are the numbers? Yeah. The one is 936-3290 and then the other one is 936-3287. Okay. If you haven't sent them yet to me, go ahead send them to me, email them to me. Okay. I'll go ahead and do that. Um, I'll just go ahead and- Okay. ... send it with the benefit guide, which is the guide that- Mm-hmm. ... breaks down all the plans. I'll send that and then, like, before you open it, I'll attach those phone numbers to it. Okay. Wonderful. Okay. Thank you very much for your help and insight and, uh, I will, um, get back at you with, you know, my final decision, uh, uh, as soon as I possibly can. Okay. Yeah, that's fine. And then, um, I'm gonna send that email also regarding your timeframe. Okay? Okay. Right on. All right. Thank you. Well, thank you for

calling Benefit Center Car. I hope you have a great day. Okay. You too. Thanks very much. Bye-bye. You're welcome. Okay. Uh, how do I...

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. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. This is Patrick Faulkner. Um, so, um, I had, uh, my eligibility check over the weekend, well, over the weekend until Monday, and, uh, it was determined that, uh, I am eligible for, uh, health insurance as a new hire.

Speaker speaker_1: Okay.

Speaker speaker_2: As a new hire.

Speaker speaker_1: What...

Speaker speaker_2: So I just want to, uh, make sure... I, I, I just have a few questions about some of the parts, uh, of the, of your, uh, health insurance offerings.

Speaker speaker_1: Okay. Um, could I please get the name of the staffing agency first, as well as the last four numbers of your Social, so that I can go ahead and open your file?

Speaker speaker_2: Okay. First name is Patrick. Last name is Faulkner, F-A-U-L-K-N-E-R. And-

Speaker speaker_1: So actually, the name of the agency.

Speaker speaker_2: Oh, I'm sorry. My bad, I misunderstood. Uh, Tara Staffing Group.

Speaker speaker_1: Okay. And then what are the last four of your Social?

Speaker speaker_2: 0629.

Speaker speaker_1: Thank you. Okay. And for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_2: That's 1122 South 23rd Street in Tacoma, Washington 98405. And you wanted the email address as well, right?

Speaker speaker_1: Um, no, your date of birth.

Speaker speaker_2: Oh, I'm sorry, date of birth. December 24th, 1976. I'm sorry. I had a long day at work.

Speaker speaker_1: It's okay. And then is your phone number still 253-374-6471?

Speaker speaker_2: That's correct. Yeah.

Speaker speaker_1: Okay. Thank you. And then I have patrickvf1976@gmail.com.

Speaker speaker_2: That's correct. Yeah.

Speaker speaker_1: Okay. So yeah, I was the one that spoke to you and that put that email in from the main ■■

Speaker speaker_2: Oh, yeah, yeah, yeah. Right. Yeah. I remember now. I remember now. Yeah.

Speaker speaker_1: Okay. Um, so did you know already what you wanna enroll into? You said you did have some questions regarding to the plans. Um, what were the questions-

Speaker speaker_2: Well-

Speaker speaker_1: ... exactly?

Speaker speaker_2: ... one, one of my biggest concerns is, um, doctor visits. Now, the MEC plan, it doesn't cover for doctor visits, does it?

Speaker speaker_1: Which one? 'Cause there's gonna be two. Um, give me one second.

Speaker speaker_2: MEC, I'm thinking about this very healthy plan.

Speaker speaker_1: So the Stay Healthy MEC TeleRx, that one is only a preventative plan, um, correct?

Speaker speaker_2: Okay.

Speaker speaker_1: That one doesn't cover any hospital visits, doctor visits, let's say, emergency room-

Speaker speaker_2: Yeah. And...

Speaker speaker_1: ... visits. So it's only for-

Speaker speaker_2: Yeah. And...

Speaker speaker_1: ... preventative services.

Speaker speaker_2: Mm-hmm. And I see the VIP Standard doesn't cover that too, does it?

Speaker speaker_1: So the VIP Standard covers hospital visits, doctor visits, the sick, emergency rooms, even some surgeries.

Speaker speaker_2: Okay.

Speaker speaker_1: But it doesn't cover the preventative side, which is what the MEC TeleRx covers.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: And then, um, so the two VIPs, they cover the hospital indemnity, but don't cover the preventative service, and then the MEC TeleRx only covers preventative

service, but doesn't cover any hospital visits or emergency room visits. So it's like the opposite.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yes, sir. Um, but you could select the, like, one of the VIPs as well as the preventative. That's, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You can do that. Mm-hmm.

Speaker speaker_2: Yeah. But still I would have to pay, um, full, uh, the, for the full, uh, um...

Speaker speaker_1: Correct, you would have.

Speaker speaker_2: Yeah. Yeah. For doctor's visit. Yeah. And, uh, now I'm s- I'm currently seeing a, um, a, uh, chiropractor.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And now, uh, well, that is not... Is, is it covered under the MVP plan?

Speaker speaker_1: So any questions regarding-

Speaker speaker_2: Would it, would it be like... Would it be considered a doctor visit?

Speaker speaker_1: So, any questions like those, you would have to contact, um, these two numbers prior to enrolling, because I can really just inform you the services that I see on the benefit guide that I emailed to you. So like, particular service, um, particular questions like that, to see if they're covered, I would have to direct you to these two particular lines. Um, and then they would be able to answer that for me.

Speaker speaker_2: Okay. And I, I find, I find the phone numbers in the, uh, brochure, right?

Speaker speaker_1: Um, I believe not the ones that I would give you right now.

Speaker speaker_2: Okay.

Speaker speaker_1: I don't think those are on the brochure. Um, it's-

Speaker speaker_2: Okay. Could you text me these please? Uh, 'cause I'm, I'm, I'm about to... I have an appointment, and I'm about to, uh, go in, and, uh, uh, I'm kind of running out of time to, uh, make any ...

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... ??? number. Yeah.

Speaker speaker_1: So I don't have a way to text you, um, the phone numbers. But if you want, I can email them to you.

Speaker speaker_2: Yeah, you can email them to me if that works, uh, for you.

Speaker speaker_1: So yeah, so these are the two lines that you would contact, um, for put... like specific questions like those. Like if you're wondering-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... if certain things are covered, these two ladies could-

Speaker speaker_2: Okay.

Speaker speaker_1: ... answer those questions prior to enrolling you, um, because I'm not really sure if that's covered or not under the plan that they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: Be-

Speaker speaker_2: And, so yeah. That may... Yeah. I'll go... Uh, uh, I guess, uh, it's best if you, if you go ahead and send me those and, um, what hour- do you happen to know their, uh, office hours? Their, their call- their, their calling hours?

Speaker speaker_1: Um, if I'm completely honest, I'm not sure, but give me one second. Do you mind getting put on hold while I find that out?

Speaker speaker_2: Okay. No problem. No problem.

Speaker speaker_1: Thank you for your hold, Patrick. Um, I believe-

Speaker speaker_2: Yeah, no problem.

Speaker speaker_1: ... they're open from, um, I believe they're open from 8:00 to 5:00. I'm not 100% sure, but I believe-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... those are the time. If you do call and for some reason they don't answer, I would leave a voicemail because they're pretty good at getting back, back to you. Um, let me see what time.

Speaker speaker_2: Okay. Is that, um, Eastern Time or is that Pacific Time?

Speaker speaker_1: Yes. So we're Eastern Time.

Speaker speaker_2: Okay. So they're gonna be closed when I get off work. Um, yeah, that's... I guess I'm gonna have to call in for break, I suppose. Um-

Speaker speaker_1: Okay. I'm sorry.

Speaker speaker_2: How much, how much, how much time do I have to make, uh, a final decision about-

Speaker speaker_1: So about the time of your timeframe, I'm not so sure. I am gonna send an email tomorrow so that they can give me the exact amount of time that you have left so that I can inform you. Um, because all I really got was that you're eligible, but I am gonna-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... ask for the timeframe because I was looking for that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, while I had you on hold.

Speaker speaker_2: Oh, okay. Yeah, I... Because, uh, from what I remember is it's, um, within 30 days from the first paycheck-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... which I received, uh, on the 4th.

Speaker speaker_1: Okay.

Speaker speaker_2: So I'm kind of expecting to have time until the 4th, but I don't wanna go like into... on the... f- into the last day, you know?

Speaker speaker_1: Yeah.

Speaker speaker_2: Or else it'll be like all hectic and s- stressed and I don't want that.

Speaker speaker_1: Yes, sir. I understand. Yes, I would definitely, um, contact those two numbers tomorrow. Um, did I go ahead and give-

Speaker speaker_2: Okay.

Speaker speaker_1: ... them to you already or do you still need them? One ends in 3290 and the other one in 3287.

Speaker speaker_2: Which one, what, what, what number? Oh, those are, those are the numbers?

Speaker speaker_1: Yeah. The one is 936-3290 and then the other one is 936-3287.

Speaker speaker_2: Okay. If you haven't sent them yet to me, go ahead send them to me, email them to me.

Speaker speaker_1: Okay. I'll go ahead and do that. Um, I'll just go ahead and-

Speaker speaker_2: Okay.

Speaker speaker_1: ... send it with the benefit guide, which is the guide that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... breaks down all the plans. I'll send that and then, like, before you open it, I'll attach those phone numbers to it.

Speaker speaker_2: Okay. Wonderful. Okay. Thank you very much for your help and insight and, uh, I will, um, get back at you with, you know, my final decision, uh, uh, as soon as I possibly can.

Speaker speaker_1: Okay. Yeah, that's fine. And then, um, I'm gonna send that email also regarding your timeframe. Okay?

Speaker speaker_2: Okay. Right on.

Speaker speaker_1: All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: Well, thank you for calling Benefit Center Car. I hope you have a great day.

Speaker speaker_2: Okay. You too. Thanks very much. Bye-bye.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Okay. Uh, how do I...