

Transcript: Estefania

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Full Transcript

Hello? It's required. My name is Stephanie. How can I assist you? Hello? Hey, how can I help you? Hello? How can I help you? I got... I, I got a, uh, Explanation of Benefits through, uh, 90 Degree Benefits, but they said that I need to speak to Benefits and Accord because I, I signed up for the medical and, and they said that I only have the preventative services. Okay. Yeah, I can check. Um, what staffing agency are you working with? Serge. And then what are the last- I was pretty sure I signed up for the medical. And what are the last four of your social? Huh? What are the last four of your social? 8205... 8205. And then your first and last name, please? Eric, E-R-I-C. Roton, R-O-T-O-N. Okay, give me one second. The reason I took these benefits was because of the medical. And then you said your... the last four of your social were 8205, right? Could you please verify your full address- 8205. ... and date of birth? 155 Warren Avenue, Parkersburg, West Virginia, 26104. And my date of birth is 01/13/00... 2003. Okay. 304-580-8406 is your phone number. Yes, 8406 is the last four. Mm-hmm. And then I have the first initial of your first name, your last name, 2003@gmail.com. Is that up to date? Yeah. Yeah. Okay. Give me one second. Let me verify your information. Okay, sir. So yeah, you only have dental, vision, and then the preventative plan. The preventative plan is one of the medical plans. However, it only covers preventative services. So, you only have the NEC Tele-RS. So they did tell you the correct information. You only have the preventative plan, which carrier is 90 Degrees. Um, the one that covers like doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries would- Yeah. ... be the two VIPs. That being the VIP Standard and the VIP Classic. But you don't have those two plans. You only have the NEC Tele-RS, which is a plan that covers preventative services. Its carrier is 90 Degrees and it does require you to stay within network to be covered. So you don't have the VIP Standard nor the Classic. Okay. And then if you did wish to add one of the medical plans that cover doctor visits, you would have to wait til the next company open enrollment to be, um, able to add those to your coverage, and that won't be until August. Um, I can check to see what days they did it last year. They normally do it around the same month. The dates might change though. Um, but let me see when it was held last year. It looks like last year they did it- Yeah, because I- ... between August 12th of 2024 up until August 26th, and then it was effective on August 26th. Yeah, so you would have to wait for the next company open enrollment to be able to add, um, one of those two medical plans, unfortunately. Okay. Thank you. You're welcome. Have a good day. Thank you. You too.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: It's required. My name is Stephanie. How can I assist you?

Speaker speaker_0: Hello?

Speaker speaker_1: Hey, how can I help you? Hello? How can I help you?

Speaker speaker_0: I got... I, I got a, uh, Explanation of Benefits through, uh, 90 Degree Benefits, but they said that I need to speak to Benefits and Accord because I, I signed up for the medical and, and they said that I only have the preventative services.

Speaker speaker_1: Okay. Yeah, I can check. Um, what staffing agency are you working with?

Speaker speaker_0: Serge.

Speaker speaker_1: And then what are the last-

Speaker speaker_0: I was pretty sure I signed up for the medical.

Speaker speaker_1: And what are the last four of your social?

Speaker speaker_0: Huh?

Speaker speaker_1: What are the last four of your social?

Speaker speaker_0: 8205... 8205.

Speaker speaker_1: And then your first and last name, please?

Speaker speaker_0: Eric, E-R-I-C. Roton, R-O-T-O-N.

Speaker speaker_1: Okay, give me one second.

Speaker speaker_0: The reason I took these benefits was because of the medical.

Speaker speaker_1: And then you said your... the last four of your social were 8205, right? Could you please verify your full address-

Speaker speaker_0: 8205.

Speaker speaker_1: ... and date of birth?

Speaker speaker_0: 155 Warren Avenue, Parkersburg, West Virginia, 26104. And my date of birth is 01/13/00... 2003.

Speaker speaker_1: Okay. 304-580-8406 is your phone number.

Speaker speaker_0: Yes, 8406 is the last four.

Speaker speaker_1: Mm-hmm. And then I have the first initial of your first name, your last name, 2003@gmail.com. Is that up to date?

Speaker speaker_0: Yeah. Yeah.

Speaker speaker_1: Okay. Give me one second. Let me verify your information. Okay, sir. So yeah, you only have dental, vision, and then the preventative plan. The preventative plan is one of the medical plans. However, it only covers preventative services. So, you only have the NEC Tele-RS. So they did tell you the correct information. You only have the preventative plan, which carrier is 90 Degrees. Um, the one that covers like doctor visits if sick, hospital visits if injured, urgent care, emergency room, and even some surgeries would-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... be the two VIPs. That being the VIP Standard and the VIP Classic. But you don't have those two plans. You only have the NEC Tele-RS, which is a plan that covers preventative services. Its carrier is 90 Degrees and it does require you to stay within network to be covered. So you don't have the VIP Standard nor the Classic.

Speaker speaker_0: Okay.

Speaker speaker_1: And then if you did wish to add one of the medical plans that cover doctor visits, you would have to wait til the next company open enrollment to be, um, able to add those to your coverage, and that won't be until August. Um, I can check to see what days they did it last year. They normally do it around the same month. The dates might change though. Um, but let me see when it was held last year. It looks like last year they did it-

Speaker speaker_0: Yeah, because I-

Speaker speaker_1: ... between August 12th of 2024 up until August 26th, and then it was effective on August 26th. Yeah, so you would have to wait for the next company open enrollment to be able to add, um, one of those two medical plans, unfortunately.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Thank you. You too.