

Transcript: Estefania

Acevedo-5769461149515776-4537025115766784

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I just need to choose my, uh, selections for coverage. Okay, yeah. Um, what staffing agency do you work for? Crown. And what is the last four of your Social? 2090. Okay. For security purposes, can you verify your address and date of birth? 7-31-91 122 Lois Lane, Hanover, Indiana 47243. Okay, and then what was that date of birth? I'm sorry. 7-31-91. 812-292-4741 is your phone number? Correct. You're gonna have jkendall9308@gmail.com. Is that correct? Yep. Okay. All right. Yeah, I believe I left you a voice message yesterday. Um, were you ready to make your enrollment? I did. Yes. Yes. Okay. Um, did you have any questions about any of the plans? Or did you, um, know about, already what you want to be enrolled into? Uh, yeah. We, uh, I, I discussed it with my mom and, uh, I think I'm gonna do the VIP Standard. Okay. For employee only or dependents? Uh, the family. Okay. And then what else? Uh, that was just gonna be it for now. Okay. I do want to let you know that for your VIP Standard, keep in mind, it's only a Hospital Indemnity Plan, meaning it only covers doctor visits to see, hospital visits if injured, urgent care, emergency room and even some surgeries. However, with the VIP Standard, they don't cover preventative care, which would be considered like a physical, your annuals, some vaccinations, some cancer screenings, some STD screens. Okay? Does it, will it cover, like, my little boy sees a therapist? Will it cover stuff like that? I'm not really sure if that's considered a preventative service or a Hospital Indemnity service. That would be something that you would have to call these two numbers, um, that I could provide to you and they could actually, um, verify. Um, since we're just the healthcare administrators, we're limited to some information regarding, um, the services. Okay. Yes, I'll need those numbers. Okay. Um, so the first one I'm gonna provide to you is for the preventative care. This would be through 90 Degrees. Um, oh, actually, wait, you selected the VIP Standard so you actually have to call these other two numbers. So the first number is 601936- What is it? Um, 601-936-3290. Again, 601-936-3290. And then the second number, it- Okay. ... is 601-936-3287. All righty. Thank you. Um, did you want to go ahead and enroll or did you wanna call those two numbers first? I'll have to, I'll have to call those two numbers first. Okay. Yeah, that's fine. Um, either way, your last day to enroll isn't until April the 3rd. All righty. Okay. Um, and then- All right. ... you're welcome to contact them and then once you're ready, you're welcome to give us a call back. All righty. Thank you so much. You're welcome. Have a nice day. You too. Mm-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I just need to choose my, uh, selections for coverage.

Speaker speaker_0: Okay, yeah. Um, what staffing agency do you work for?

Speaker speaker_1: Crown.

Speaker speaker_0: And what is the last four of your Social?

Speaker speaker_1: 2090.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 7-31-91 122 Lois Lane, Hanover, Indiana 47243.

Speaker speaker_0: Okay, and then what was that date of birth? I'm sorry.

Speaker speaker_1: 7-31-91.

Speaker speaker_0: 812-292-4741 is your phone number?

Speaker speaker_1: Correct.

Speaker speaker_0: You're gonna have jkendall9308@gmail.com. Is that correct?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. All right. Yeah, I believe I left you a voice message yesterday. Um, were you ready to make your enrollment?

Speaker speaker_1: I did. Yes.

Speaker speaker_0: Yes. Okay. Um, did you have any questions about any of the plans? Or did you, um, know about, already what you want to be enrolled into?

Speaker speaker_1: Uh, yeah. We, uh, I, I discussed it with my mom and, uh, I think I'm gonna do the VIP Standard.

Speaker speaker_0: Okay. For employee only or dependents?

Speaker speaker_1: Uh, the family.

Speaker speaker_0: Okay. And then what else?

Speaker speaker_1: Uh, that was just gonna be it for now.

Speaker speaker_0: Okay. I do want to let you know that for your VIP Standard, keep in mind, it's only a Hospital Indemnity Plan, meaning it only covers doctor visits to see, hospital visits if injured, urgent care, emergency room and even some surgeries. However, with the VIP Standard, they don't cover preventative care, which would be considered like a physical, your annuals, some vaccinations, some cancer screenings, some STD screens. Okay?

Speaker speaker_1: Does it, will it cover, like, my little boy sees a therapist? Will it cover stuff like that?

Speaker speaker_0: I'm not really sure if that's considered a preventative service or a Hospital Indemnity service. That would be something that you would have to call these two numbers, um, that I could provide to you and they could actually, um, verify. Um, since we're just the healthcare administrators, we're limited to some information regarding, um, the services.

Speaker speaker_1: Okay. Yes, I'll need those numbers.

Speaker speaker_0: Okay. Um, so the first one I'm gonna provide to you is for the preventative care. This would be through 90 Degrees. Um, oh, actually, wait, you selected the VIP Standard so you actually have to call these other two numbers. So the first number is 601936-

Speaker speaker_1: What is it?

Speaker speaker_0: Um, 601-936-3290. Again, 601-936-3290. And then the second number, it-

Speaker speaker_1: Okay.

Speaker speaker_0: ... is 601-936-3287.

Speaker speaker_1: All righty. Thank you.

Speaker speaker_0: Um, did you want to go ahead and enroll or did you wanna call those two numbers first?

Speaker speaker_1: I'll have to, I'll have to call those two numbers first.

Speaker speaker_0: Okay. Yeah, that's fine. Um, either way, your last day to enroll isn't until April the 3rd.

Speaker speaker_1: All righty.

Speaker speaker_0: Okay. Um, and then-

Speaker speaker_1: All right.

Speaker speaker_0: ... you're welcome to contact them and then once you're ready, you're welcome to give us a call back.

Speaker speaker_1: All righty. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Mm-bye.