

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits Center, how may I - my name is Stephanie. How can I assist you? Hi. So my name's Justin Reiman. Um, I work for Site Staffing and I'm getting your guys'... Well, I'm, I'm getting insurance through them. Mm-hmm. And, um, I signed up for, uh, a... several things for health insurance, but I was, uh, I, I was told that I don't actually have, like, standard healthcare insurance. And I was hoping I could either get that, like, changed or something, because I have to go through a sleep study and I... Yeah. Okay. Um, yeah. I can check to see. What, um... What is the last four of your Social? And you said you're with Site Staffing, right? Yeah, I'm with Site Staffing. My last four of my Social is... If you give me a moment. Uh, it is 0357. And then I need you to verify your address and date of birth for security purposes. Uh, my date of birth is January 17th, 1997. And I live on 601 North Hartwell Avenue. Yeah, 601 North Hartwell Avenue, Waukesha, Wisconsin. And then what's your date of birth? January 17th, 1997. And then I have the phone number as 262-470-8521. Yes. And justinreiman- Reiman. ... uh, reiman@gmail.com. That's your current- Yeah. Okay. So yeah, you only have group accident, dental, short-term disability, critical illness, and vision. So you don't have any, like, of the medical plans. Um, so o- only in two periods you're eligible to add new benefits. Mm-hmm. Which the first period are within the first 30 days of receiving your first check, and then the second period is within the enrollment of the company. Um, they do that yearly around the same month. Let me see when it's theirs though, 'cause you're definitely outside your personal open enrollment, which means the first 30 days from the time that you receive your very first check. So that means you would have to enroll within company open enrollment, which is in the month of December. It looks like it was between December 16th till January the 31st. Um, I was gonna ask you if you have experience with quality life event, like a loss of benefit, gotten married, divorced, had a baby, or adopted within 30 days of that quality life event. Have you experienced any of that- Um. ... in the last, like, 30 days? Well, what are some examples again? Um, lo- losing benefits, getting married, divorce, having a baby, or adopting. None here of those, no. No? Uh, okay. So due to the fact that you haven't experienced none of that within the past 30 days, you would have to wait, unfortunately, for the next company open enrollment to open up to call and actually enroll into new plans. And like I said, that's not till December, so it looks like they do theirs towards the end of the year. Okay. So I'm, uh... Okay. Uh, I'm sorry. Yeah. So you wouldn't be able to add anything new at the time. Um, I was gonna tell you that the plans that they do offer, none of the medical plans that they offer are, uh, major medical. They're only limited benefits, okay? So it looks like they offer a preventative plan that only covers preventative services such as a physical, some vaccines, some STD and cancer screening. That one doesn't cover no doctor visits of sick, no urgent care, no emergency room, neither surgeries. And then the other three that they offer are only hospital indemnity, so it looks like it's 3VIP Standard, Classic and Plus. Those three

cover a flat fee towards your hospital indemnity services, such as doctor visits of sick, hospital visits of injured, urgent care, emergency room and surgeries. However, they don't cover your preventative, which would be, like, a physical, some vaccines, some STD, cancer screening. Uh, so it looks like they don't offer a plan that offers preventative and hospital indemnity, so you would have to get the StayHealthy on one of the VIPs. But like I said- Okay. ... that would have to be within company open enrollment, 'cause, um, right now you're outside of this. Okay. Thank you, I guess. Uh, you're welcome. Did you need any other assistance? No, not that I know of. Thank you. Okay. All right. Have a nice day. Y-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center, how may I - my name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. So my name's Justin Reiman. Um, I work for Site Staffing and I'm getting your guys'... Well, I'm, I'm getting insurance through them.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, um, I signed up for, uh, a... several things for health insurance, but I was, uh, I, I was told that I don't actually have, like, standard healthcare insurance. And I was hoping I could either get that, like, changed or something, because I have to go through a sleep study and I... Yeah.

Speaker speaker_0: Okay. Um, yeah. I can check to see. What, um... What is the last four of your Social? And you said you're with Site Staffing, right?

Speaker speaker_1: Yeah, I'm with Site Staffing. My last four of my Social is... If you give me a moment. Uh, it is 0357.

Speaker speaker_0: And then I need you to verify your address and date of birth for security purposes.

Speaker speaker_1: Uh, my date of birth is January 17th, 1997. And I live on 601 North Hartwell Avenue. Yeah, 601 North Hartwell Avenue, Waukesha, Wisconsin.

Speaker speaker_0: And then what's your date of birth?

Speaker speaker_1: January 17th, 1997.

Speaker speaker_0: And then I have the phone number as 262-470-8521.

Speaker speaker_1: Yes.

Speaker speaker_0: And justinreiman-

Speaker speaker_1: Reiman.

Speaker speaker_0: ... uh, reiman@gmail.com. That's your current-

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So yeah, you only have group accident, dental, short-term disability, critical illness, and vision. So you don't have any, like, of the medical plans. Um, so o- only in two periods you're eligible to add new benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Which the first period are within the first 30 days of receiving your first check, and then the second period is within the enrollment of the company. Um, they do that yearly around the same month. Let me see when it's theirs though, 'cause you're definitely outside your personal open enrollment, which means the first 30 days from the time that you receive your very first check. So that means you would have to enroll within company open enrollment, which is in the month of December. It looks like it was between December 16th till January the 31st. Um, I was gonna ask you if you have experience with quality life event, like a loss of benefit, gotten married, divorced, had a baby, or adopted within 30 days of that quality life event. Have you experienced any of that-

Speaker speaker_1: Um.

Speaker speaker_0: ... in the last, like, 30 days?

Speaker speaker_1: Well, what are some examples again?

Speaker speaker_0: Um, lo- losing benefits, getting married, divorce, having a baby, or adopting.

Speaker speaker_1: None here of those, no.

Speaker speaker_0: No? Uh, okay. So due to the fact that you haven't experienced none of that within the past 30 days, you would have to wait, unfortunately, for the next company open enrollment to open up to call and actually enroll into new plans. And like I said, that's not till December, so it looks like they do theirs towards the end of the year.

Speaker speaker_1: Okay. So I'm, uh... Okay.

Speaker speaker_0: Uh, I'm sorry. Yeah. So you wouldn't be able to add anything new at the time. Um, I was gonna tell you that the plans that they do offer, none of the medical plans that they offer are, uh, major medical. They're only limited benefits, okay? So it looks like they offer a preventative plan that only covers preventative services such as a physical, some vaccines, some STD and cancer screening. That one doesn't cover no doctor visits of sick, no urgent care, no emergency room, neither surgeries. And then the other three that they offer are only hospital indemnity, so it looks like it's 3VIP Standard, Classic and Plus. Those three cover a flat fee towards your hospital indemnity services, such as doctor visits of sick, hospital visits of injured, urgent care, emergency room and surgeries. However, they don't cover your preventative, which would be, like, a physical, some vaccines, some STD, cancer screening. Uh, so it looks like they don't offer a plan that offers preventative and hospital indemnity, so you would have to get the StayHealthy on one of the VIPs. But like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that would have to be within company open enrollment, 'cause, um, right now you're outside of this.

Speaker speaker_1: Okay. Thank you, I guess.

Speaker speaker_0: Uh, you're welcome. Did you need any other assistance?

Speaker speaker_1: No, not that I know of. Thank you.

Speaker speaker_0: Okay. All right. Have a nice day.

Speaker speaker_1: Y-