

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Stephanie, what is the name of this place? Um, we're Benefits in a Card. We're the healthcare administrators for staffing agencies. Oh, okay. So which agency are you, um, speaking about at this present time? I'm guessing you're the number that I just called. Are you Tracy Simmons? Yes. Tracy Simon. Simon, sorry. Um, so we were processing an enrollment form that you filled out for BPSF on- Oh, okay. ... let me find what it was. For April the 24th, um, you selected to be enrolled into the Virtual Primary Care for \$5.99 weekly from your paycheck, but you also selected to decline coverage. So we were actually wondering if you selected that plan on an accident. Um, what exactly is that plan? So it's only virtual. Um, it's only virtual with- So it offers medical assistance virtually with medical providers. But like I said, it's only virtual. They do offer other benefits, like the Stay Healthy, which is a preventative plan, the VIPs, which are your hospital indemnity plans, dental, short-term, life, vision, critical illness, behavioral health. Okay. Wow. Those are the other plans that they offer. So you do have a plan on offer for the doctors? Yes. There's three diff- well, actually there's four different ones. Okay. I don't know what I was thinking. Definitely- 'Cause I definitely need a virtue because... Yeah, 'cause you only selected the Virtual Primary Care and like I said, that's only virtual. Yeah. Um, and the other ones you left off blank. So typically, if there's something wrong with the enrollment and you, let's say you don't answer... So there was for some- there wasn't a phone number provided at the time. We had to reach out to the main office and they provided this number to contact you, so we declined coverage at the time. But if you did want to enroll, you can still do it. They give you 30 days from the time that you receive your first check to be eligible to enroll into this healthcare benefits. Um, I don't know if want me to go over the plans with you just in case you want to, um, enroll. Yeah. And I can also send you the benefit guide. Yeah, 'cause what I was trying to, um, enroll with is for doctors to get- Okay. ... my physical and doctor's visits and things of that nature. Gotcha. Um, I was going to inform you, so they offer four different medical plans. One is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD and cancer screening. That one's called the NEC Tele-Red. It does require you to stay within the network. Um, so you can only use their list of their clinics and doctors to receive coverage and it does not cover your doctor visits, the sick, urgent care, emergency room and- nor surgeries. It's only for your preventative, which would be like a physical, some vaccines, some STD, cancer screening. Um, for that one- That was mine, yeah. That one's \$15.65. So that's only preventative. And then the VIPs, there's three different ones. There's the standard, the classic and the plus. Those three are the ones that do cover urgent care, doctor visits, the sick, emergency room, surgeries. However, the VIPs do not cover what the State Healthy Plan covers. So they will not cover like a physical, vaccines, STD, cancer screening, annual checkups, mammogram,

that's not covered with your VIPs. So it looks like with the staffing agency that you're affiliated with, they don't offer a fourth plan that covers preventative and your doctor visits is sick. So they don't cover... There's not a fourth plan that covers both benefits. So if you did want to be covered in both areas, you would have to get the Stay Healthy, which is only preventative and one of the VIPs, which is only hospital indemnity. You just got to keep in mind that that is two separate deductions from your paycheck. Okay. Um, let me think about it. Did you want me for now to send you the benefit guide just in case you did want to enroll? I can go ahead and email that to you. Yes. That's going to have all the plans that they offer with the weekly deductions to those spec- specific, um, plans. So I can go ahead and... I went ahead and emailed that to your email file. Um, I don't know if you want to confirm that you received it. Yes, let me, um, get online for that. Oh, I'm sorry. It's about to send right now actually. And is it your first name period last name 1010@jumo.com? Yes. Okay. So for now, if you want, I could keep it as decline and if you do want to enroll you would just have to call back within that deadline, which are 30 days from the time that you receive your first check to be eligible to enroll. Okay, no problem. So I went ahead and emailed that. Um, did you ever get it? Oh, okay. Info at Benefits Okay. So that's that PDF that has all the plans that they offer. But for now, um, if you want, we could keep it decline if you're not so sure yet. Yeah, I'm not sure. Keep it declined 'til I think about it. Okay, that's fine. Okay. Thank you so much. You're welcome. I hope you have a great day. You too. Bye-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: Stephanie, what is the name of this place?

Speaker speaker_0: Um, we're Benefits in a Card. We're the healthcare administrators for staffing agencies.

Speaker speaker_1: Oh, okay. So which agency are you, um, speaking about at this present time?

Speaker speaker_0: I'm guessing you're the number that I just called. Are you Tracy Simmons?

Speaker speaker_1: Yes. Tracy Simon.

Speaker speaker_0: Simon, sorry. Um, so we were processing an enrollment form that you filled out for BPSF on-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... let me find what it was. For April the 24th, um, you selected to be enrolled into the Virtual Primary Care for \$5.99 weekly from your paycheck, but you also selected to decline coverage. So we were actually wondering if you selected that plan on an accident.

Speaker speaker_1: Um, what exactly is that plan?

Speaker speaker_0: So it's only virtual. Um, it's only virtual with- So it offers medical assistance virtually with medical providers. But like I said, it's only virtual. They do offer other benefits, like the Stay Healthy, which is a preventative plan, the VIPs, which are your hospital indemnity plans, dental, short-term, life, vision, critical illness, behavioral health.

Speaker speaker_1: Okay. Wow.

Speaker speaker_0: Those are the other plans that they offer.

Speaker speaker_1: So you do have a plan on offer for the doctors?

Speaker speaker_0: Yes. There's three diff- well, actually there's four different ones.

Speaker speaker_1: Okay. I don't know what I was thinking.

Speaker speaker_0: Definitely-

Speaker speaker_1: 'Cause I definitely need a virtue because...

Speaker speaker_0: Yeah, 'cause you only selected the Virtual Primary Care and like I said, that's only virtual.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, and the other ones you left off blank. So typically, if there's something wrong with the enrollment and you, let's say you don't answer... So there was for some- there wasn't a phone number provided at the time. We had to reach out to the main office and they provided this number to contact you, so we declined coverage at the time. But if you did want to enroll, you can still do it. They give you 30 days from the time that you receive your first check to be eligible to enroll into this healthcare benefits. Um, I don't know if want me to go over the plans with you just in case you want to, um, enroll.

Speaker speaker_1: Yeah.

Speaker speaker_0: And I can also send you the benefit guide.

Speaker speaker_1: Yeah, 'cause what I was trying to, um, enroll with is for doctors to get-

Speaker speaker_0: Okay.

Speaker speaker_1: ... my physical and doctor's visits and things of that nature.

Speaker speaker_0: Gotcha. Um, I was going to inform you, so they offer four different medical plans. One is only a preventative plan, meaning it's only going to cover things such as a physical, some vaccines, some STD and cancer screening. That one's called the NEC Tele-Red. It does require you to stay within the network. Um, so you can only use their list of their clinics and doctors to receive coverage and it does not cover your doctor visits, the sick, urgent care, emergency room and- nor surgeries. It's only for your preventative, which would be like a physical, some vaccines, some STD, cancer screening. Um, for that one-

Speaker speaker_1: That was mine, yeah.

Speaker speaker_0: That one's \$15.65. So that's only preventative. And then the VIPs, there's three different ones. There's the standard, the classic and the plus. Those three are the ones that do cover urgent care, doctor visits, the sick, emergency room, surgeries. However, the VIPs do not cover what the State Healthy Plan covers. So they will not cover like a physical, vaccines, STD, cancer screening, annual checkups, mammogram, that's not covered with your VIPs. So it looks like with the staffing agency that you're affiliated with, they don't offer a fourth plan that covers preventative and your doctor visits is sick. So they don't cover... There's not a fourth plan that covers both benefits. So if you did want to be covered in both areas, you would have to get the Stay Healthy, which is only preventative and one of the VIPs, which is only hospital indemnity. You just got to keep in mind that that is two separate deductions from your paycheck.

Speaker speaker_1: Okay. Um, let me think about it.

Speaker speaker_0: Did you want me for now to send you the benefit guide just in case you did want to enroll? I can go ahead and email that to you.

Speaker speaker_1: Yes.

Speaker speaker_0: That's going to have all the plans that they offer with the weekly deductions to those spec- specific, um, plans. So I can go ahead and... I went ahead and emailed that to your email file. Um, I don't know if you want to confirm that you received it.

Speaker speaker_1: Yes, let me, um, get online for that.

Speaker speaker_0: Oh, I'm sorry. It's about to send right now actually. And is it your first name period last name 1010@jumo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So for now, if you want, I could keep it as decline and if you do want to enroll you would just have to call back within that deadline, which are 30 days from the time that you receive your first check to be eligible to enroll.

Speaker speaker_1: Okay, no problem.

Speaker speaker_0: So I went ahead and emailed that. Um, did you ever get it?

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Info at Benefits Okay. So that's that PDF that has all the plans that they offer. But for now, um, if you want, we could keep it decline if you're not so sure yet.

Speaker speaker_1: Yeah, I'm not sure. Keep it declined 'til I think about it.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You too. Bye-bye.