

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? Hi, Stephanie. Um, my name is Tatiana Jackson. Um, my husband, uh, works for the, the On Track staffing company, but I'm going to try and... I'm looking at these benefits. I'm trying to figure out like what- what exactly... What kind of insurance is this, if it's like a PPO for- No. It's a w- ... the insurance options. Is it- Yeah. ... is it your husband's account? So I do need verbal permission from him to give you information, but I can give you general information, right? Yeah, I just need general information about... 'Cause I... This says "minimal- So it's- ... minimal value plan." I need to know if it's <agent><en> Oh, it's limited. Okay. So it's limited. They're not major medical plans. Limited major plan. Okay. Hmm. So the NEC, Enhanced, the Intra Plus, or the VIPs are not major medical. Oh. Yes, ma'am. So it's only- Okay. ... limited-limited benefits that have deductions- Okay. ... to them from your paycheck. So like, they usually only pay a certain flat fee towards the service. It won't pay everything. They'll pay, um, whatever it covers, and then the remaining balance would be your responsibility. So it's not a major medical. Okay. Like, yes, ma'am, but- Yeah, because, um, I was just trying to check to make sure our doctors are in network and stuff. But they o- they only said multi-plan TPO, so that's why I was trying to confirm. Oh, okay. So- Yeah, they're just limited. Okay. Awesome. Well, thank you so much, Stephanie. Um, that was all I needed. You're welcome. Okay, have a nice 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: Hi, Stephanie. Um, my name is Tatiana Jackson. Um, my husband, uh, works for the, the On Track staffing company, but I'm going to try and... I'm looking at these benefits. I'm trying to figure out like what- what exactly... What kind of insurance is this, if it's like a PPO for-

Speaker speaker_0: No. It's a w-

Speaker speaker_1: ... the insurance options.

Speaker speaker_0: Is it-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is it your husband's account? So I do need verbal permission from him to give you information, but I can give you general information, right?

Speaker speaker_1: Yeah, I just need general information about... 'Cause I... This says "minimal-

Speaker speaker_0: So it's-

Speaker speaker_1: ... minimal value plan." I need to know if it's <|agent|><|en|>

Speaker speaker_2: Oh, it's limited.

Speaker speaker_1: Okay.

Speaker speaker_2: So it's limited. They're not major medical plans.

Speaker speaker_1: Limited major plan. Okay. Hmm.

Speaker speaker_2: So the NEC, Enhanced, the Intra Plus, or the VIPs are not major medical.

Speaker speaker_1: Oh.

Speaker speaker_2: Yes, ma'am. So it's only-

Speaker speaker_1: Okay.

Speaker speaker_2: ... limited- limited benefits that have deductions-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to them from your paycheck. So like, they usually only pay a certain flat fee towards the service. It won't pay everything. They'll pay, um, whatever it covers, and then the remaining balance would be your responsibility. So it's not a major medical.

Speaker speaker_1: Okay.

Speaker speaker_2: Like, yes, ma'am, but-

Speaker speaker_1: Yeah, because, um, I was just trying to check to make sure our doctors are in network and stuff. But they o- they only said multi-plan TPO, so that's why I was trying to confirm.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So-

Speaker speaker_2: Yeah, they're just limited.

Speaker speaker_1: Okay. Awesome. Well, thank you so much, Stephanie. Um, that was all I needed.

Speaker speaker_0: You're welcome. Okay, have a nice day.

Speaker speaker_1: You too. Bye-bye.