

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. Um, I received a message, um, by text about hurry up about the, um, the opportunity to enroll in the benefits was coming to an end or something like that. So I was just calling to see like- What agency? ... what benefits you guys offer and stuff. Okay. Um, what staffing agency do you work for? Uh, Partners Personnel. And then what are the last four of your Social? 2450. And your first and last name, please? William Nunez. Last name is N-U-N-E-Z. Okay. For security purposes, could you verify your address and date of birth? Um, yes. Uh, date of birth is 01/19/1998. And then your address? Address is going to be 18315 Deason Drive, D-E-A-S-O-N. And then the city and state? That is Spring Hill, Florida. And the ZIP code? Uh, 34610. Okay. And then, um, I have your email address as n.will366029@gmail.com. Is that up-to-date? Yes. Okay. Okay. All right. Did you know by any chance which one to enroll into already? Um, no. I was just calling to see what benefits you guys offer. Okay, so it's only medical benefits that Partners Personnel offers. They offer, let's see. They offer five different medical plans. One is a preventative plan, which is called the Stay Healthy NEC Tele-Hot Red. That plan would only cover preventative services, meaning like a physical, some vaccine, maybe some STD and cancer screenings. But it's only for those preventative services and it's not gonna cover any doctor visits until you're sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, it does offer prescription benefits through Elecsar and it offers a membership with 3RX. That gives you access to over 800 of the top 90% generic drugs prescribed in the US. It also offers something called Virtual Urgent Care, which offers medical assistance virtually with medical providers. If you select this plan for employee, there will be a weekly deduction of \$16.80 from your paycheck. Then there's the three VIPs, being the VIP Standard, VIP Plus and VIP Prime. Um, these plans don't require you to stay within the network compared to the first one that I just went over. That one does require you to only use their preferred providers. With the VIPs, you're not required to stay within the network. As long as they take the insurance, you're covered. Um, they also offer prescription benefits with their Pharmaville. Depending on the generic medication that it is, you can pay up to \$10, \$20, \$30. It just depends on the medication. And for the non-generics, they do offer you a discount. These three plans also do include Virtual Urgent Care and they pay a flat fee towards your hospital indemnity services. Out of the three, the Standard is the most basic one, because it doesn't cover intensive care unit, rehabilitation or preventive surgery, while your VIP Plus and Prime do. Um, out of the three, the Prime would cover a greater flat fee. So, for example, for surgery and hospital, the VIP Standard covers a flat fee of \$250 per day for a max of one day, while the VIP Plus covers \$1,000 per day for a max of one day, and then the VIP Prime would cover \$2,000 per day for a max of one day. If you select between those three VIPs, the Standard will be a weekly deduction of \$17.66 from your

paycheck, the VIP Plus, \$31.61 weekly from your paycheck, and the VIP Prime, uh, \$43.28 weekly from your paycheck. And those three VIPs are just for hospital indemnity services, so they don't cover your preventatives. Um, the fifth plan that I'm gonna go over, that one does cover both your preventative services as well as your hospital indemnity. So this one's called the Stay Healthy NEC Enhanced, and it does require you to stay within the network and it requires copays. So for primary care visits, a \$10 copay per visit would be required, and you would be limited to four visits annually per person or 10 per family. For specialty care visits, a \$50 copay per visit is required, and you would be limited to four visits annually per person or 10 per family. For urgent care visits, you would be limited to four visits annually per person or 10 per family and a \$60 copay would be required. You get both prescription benefits with Elecsar and with Pharmaville, and it also offers the virtual urgent care. If you were to select the Healthy NEC for Employees, that would be a weekly deduction of \$43.76 from your paycheck. And they offer short-term disability, 24-hour accident, critical illness with cancer benefit, your vision plan, dental plan, term life, behavioral health and ID Social Plus, which is identity protection. And all of these funds that I just mentioned do have their separate deductions to them. So the weekly deductions of, um, these plans really depend on how many you select, which ones they are, and if you add dependents. And- Uh, um, so, um, the medical is the only thing that they offer? Correct. Oh, okay. Okay. Uh, well, I did... This is the first time I ever got hired through a temp agency, so I was honestly looking for- I was looking to get, like, a 401set up and stuff like that, but I guess ... Oh, yeah, we don't do that. That makes sense. Okay. Okay. Well, um, thank you for your time and I'm, I'm sorry that I'm not interested. It's okay. If you are, um, the last day that you would have to enroll is February 26th, okay? Okay. I appreciate the info. Thank you so much. You're welcome. Have a nice day. You too, babe.

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. Um, I received a message, um, by text about hurry up about the, um, the opportunity to enroll in the benefits was coming to an end or something like that. So I was just calling to see like-

Speaker speaker_0: What agency?

Speaker speaker_1: ... what benefits you guys offer and stuff.

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

Speaker speaker_1: Uh, Partners Personnel.

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

Speaker speaker_1: 2450.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: William Nunez. Last name is N-U-N-E-Z.

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

Speaker speaker_1: Um, yes. Uh, date of birth is 01/19/1998.

Speaker speaker_0: And then your address?

Speaker speaker_1: Address is going to be 18315 Deason Drive, D-E-A-S-O-N.

Speaker speaker_0: And then the city and state?

Speaker speaker_1: That is Spring Hill, Florida.

Speaker speaker_0: And the ZIP code?

Speaker speaker_1: Uh, 34610.

Speaker speaker_0: Okay. And then, um, I have your email address as n.will366029@gmail.com. Is that up-to-date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay. All right. Did you know by any chance which one to enroll into already?

Speaker speaker_1: Um, no. I was just calling to see what benefits you guys offer.

Speaker speaker_0: Okay, so it's only medical benefits that Partners Personnel offers. They offer, let's see. They offer five different medical plans. One is a preventative plan, which is called the Stay Healthy NEC Tele-Hot Red. That plan would only cover preventative services, meaning like a physical, some vaccine, maybe some STD and cancer screenings. But it's only for those preventative services and it's not gonna cover any doctor visits until you're sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, it does offer prescription benefits through Elecsar and it offers a membership with 3RX. That gives you access to over 800 of the top 90% generic drugs prescribed in the US. It also offers something called Virtual Urgent Care, which offers medical assistance virtually with medical providers. If you select this plan for employee, there will be a weekly deduction of \$16.80 from your paycheck. Then there's the three VIPs, being the VIP Standard, VIP Plus and VIP Prime. Um, these plans don't require you to stay within the network compared to the first one that I just went over. That one does require you to only use their preferred providers. With the VIPs, you're not required to stay within the network. As long as they take the insurance, you're covered. Um, they also offer prescription benefits with their Pharmaville. Depending on the generic medication that it is, you can pay up to \$10, \$20, \$30. It just depends on the medication. And for the non-generics, they do offer you a discount. These three plans also do include Virtual Urgent Care and they pay a flat fee towards your hospital indemnity services. Out of the three, the Standard is the most basic one, because it doesn't cover intensive care unit, rehabilitation or preventive surgery, while your VIP Plus and Prime do. Um, out of the three, the Prime would cover a greater flat fee. So, for example, for surgery and hospital, the VIP Standard covers a flat fee of \$250 per day for a max of one day, while the VIP Plus

covers \$1,000 per day for a max of one day, and then the VIP Prime would cover \$2,000 per day for a max of one day. If you select between those three VIPs, the Standard will be a weekly deduction of \$17.66 from your paycheck, the VIP Plus, \$31.61 weekly from your paycheck, and the VIP Prime, uh, \$43.28 weekly from your paycheck. And those three VIPs are just for hospital indemnity services, so they don't cover your preventatives. Um, the fifth plan that I'm gonna go over, that one does cover both your preventative services as well as your hospital indemnity. So this one's called the Stay Healthy NEC Enhanced, and it does require you to stay within the network and it requires copays. So for primary care visits, a \$10 copay per visit would be required, and you would be limited to four visits annually per person or 10 per family. For specialty care visits, a \$50 copay per visit is required, and you would be limited to four visits annually per person or 10 per family. For urgent care visits, you would be limited to four visits annually per person or 10 per family and a \$60 copay would be required. You get both prescription benefits with Elecsar and with Pharmaville, and it also offers the virtual urgent care. If you were to select the Healthy NEC for Employees, that would be a weekly deduction of \$43.76 from your paycheck. And they offer short-term disability, 24-hour accident, critical illness with cancer benefit, your vision plan, dental plan, term life, behavioral health and ID Social Plus, which is identity protection. And all of these funds that I just mentioned do have their separate deductions to them. So the weekly deductions of, um, these plans really depend on how many you select, which ones they are, and if you add dependents. And-

Speaker speaker_1: Uh, um, so, um, the medical is the only thing that they offer?

Speaker speaker_0: Correct.

Speaker speaker_1: Oh, okay. Okay. Uh, well, I did... This is the first time I ever got hired through a temp agency, so I was honestly looking for- I was looking to get, like, a 401set up and stuff like that, but I guess ...

Speaker speaker_0: Oh, yeah, we don't do that.

Speaker speaker_1: That makes sense. Okay. Okay. Well, um, thank you for your time and I'm, I'm sorry that I'm not interested.

Speaker speaker_0: It's okay. If you are, um, the last day that you would have to enroll is February 26th, okay?

Speaker speaker_1: Okay. I appreciate the info. Thank you so much.

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

Speaker speaker_1: You too, babe.