

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Can. My name is Francesca. How can I assist you today? Yes, ma'am. I'm trying to fill out this Benefits in a Can. I have Medicaid. So do I put um... 'cause it asked the question, "Are you covered by other insurance?" Would I just put yes and then put no coverage, I choose not to participate? That is correct, ma'am. Yes. I'm sorry. That is correct, yes, ma'am. Oh, no, you're fine. Okay. Did you select any of the plans? So you haven't done any of that yet. No, because I haven't... So I, I've never heard of this before. Mm-hmm. So how does it work? So if you were to enroll, those benefits will be deducted from your stopping company issued paycheck prior to you receiving the paycheck. They are however, PPO Limited Plans are sold separately, so depending on which plans as well as if you putting... Are you dependent on that policy will depend on how much it is that you're going to come out of pocket on. What's PPO mean, ma'am? PPO means that it will be a limited plan. So Main Medical Insurance is what we're mostly used to. Those are the ones that usually work with co-pays, with percentages and deductibles, whereas specifically with these PPO plans, what you would be getting with them will be either a set dollar amount covered by the insurance, a percentage of that specific thing being covered by it or a set... Or, or a co-pay actually. Co-pay. I almost forgot the vision one. Um, or a co-pay. But essentially what insurance office recognize the PPO Limited as will be a list of participant providers, hospitals or clinics attached to those plans. Oh, okay. So since I got Medicaid, it really won't benefit me and plus I'm... There's not no, um, I'm not... Okay. I'm just going to stay with the Medicaid 'cause it's the 10th service side, there's not no guarantee I'm going to even have work, so. Okay, thank you. Of course. Was there anything else we can assist you with today? No, ma'am. That's it. Thank you very much. Mm, bye-bye. My pleasure. Have a great day. You too. Mm, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Can. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. I'm trying to fill out this Benefits in a Can. I have Medicaid. So do I put um... 'cause it asked the question, "Are you covered by other insurance?" Would I just put yes and then put no coverage, I choose not to participate?

Speaker speaker_0: That is correct, ma'am. Yes.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: That is correct, yes, ma'am.

Speaker speaker_1: Oh, no, you're fine. Okay.

Speaker speaker_0: Did you select any of the plans? So you haven't done any of that yet.

Speaker speaker_1: No, because I haven't... So I, I've never heard of this before.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So how does it work?

Speaker speaker_0: So if you were to enroll, those benefits will be deducted from your stopping company issued paycheck prior to you receiving the paycheck. They are however, PPO Limited Plans are sold separately, so depending on which plans as well as if you putting... Are you dependent on that policy will depend on how much it is that you're going to come out of pocket on.

Speaker speaker_1: What's PPO mean, ma'am?

Speaker speaker_0: PPO means that it will be a limited plan. So Main Medical Insurance is what we're mostly used to. Those are the ones that usually work with co-pays, with percentages and deductibles, whereas specifically with these PPO plans, what you would be getting with them will be either a set dollar amount covered by the insurance, a percentage of that specific thing being covered by it or a set... Or, or a co-pay actually. Co-pay. I almost forgot the vision one. Um, or a co-pay. But essentially what insurance office recognize the PPO Limited as will be a list of participant providers, hospitals or clinics attached to those plans.

Speaker speaker_1: Oh, okay. So since I got Medicaid, it really won't benefit me and plus I'm... There's not no, um, I'm not... Okay. I'm just going to stay with the Medicaid 'cause it's the 10th service side, there's not no guarantee I'm going to even have work, so. Okay, thank you.

Speaker speaker_0: Of course. Was there anything else we can assist you with today?

Speaker speaker_1: No, ma'am. That's it. Thank you very much. Mm, bye-bye.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too. Mm, bye-bye.