

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits Unipart. My name is ... can I help you today? Hi. Yes. I was calling because I, like had a message on my phone about, um, I guess 'cause the payroll deductions they haven't taken anything out for possible benefits but, uh, um, didn't know if I was even trying to apply for benefits, so calling to check that and then seeing if I need to make a payment. What are the last four of your social and staffing company you work with? Uh, 6775 and then BTFF. What is the last name? Ortiz. Please verify your mailing address and date of birth so that I can make sure I have the right account in front of me. Uh, 15020 Indian Hill Trail, Willis, Texas 77378. Date of birth, uh, 10/08/1984. Can I have your best phone number 803... I mean 806-283-7261? That's correct. And I have your email down as first and last name 1008@gmail.com? I'm sorry, say that one more time. Yes, sir. I have your email down as your first and last name 1008@gmail.com? That's correct. That's it. But it's, uh, Eddie Ortiz, not Edward. Oh, yes, I see it here. So the reason why you're actually enrolling to Benefits, sir, um, is for two specific documents, to be honest. We received the first request for enrollment back in August 24th of 2023 and then the second- Yep. ... one was from another form you filled out with the same request on December 9th, 2024 for coverage for yourself and two children's. Yep. That's correct. Um, and yes that policy itself got activated back on January 20th, 2025 was when the first payment was sent over by your staffing company. Okay. During the year of 2024 to 2025 and this week, we did not receive payment for it. Okay. Um- If you were looking to get this week access, um, you're looking at a payment of \$39.21 per week. \$39.21 per week? Okay. Yes, sir. Could, uh... Could I get an email, um, like, number one, where I can make the payment, and number two, um, like the benefits 'cause I never received like a benefit package, like, telling me what I'm eligible for and what it covers, those kind of things. Um, so for the first issue, there is no way for you to make payment online. It's only over the phone with us. And then for the second issue, so these are PPO limited plans. They wouldn't be sending you a pamphlet with the specific information of your current plan. What I can offer is a letter of coverage which will show what you're enrolled into and then provide you a copy of the benefit guide for your staffing company, if that works. Yeah, that'll be fine. All right, so I'll go ahead and send you a copy of the benefit guide. And then as far as the letter of coverage, it's going to take roughly 24 to 48 hours for the front office to send it to you. Okay. All right, and then in regards to the payment, um, do you want to think it over and then give us a call back or would you like me to process it? Because if you didn't have- Uh, yeah, I don't- ... to make the payment, it wouldn't affect you negatively unless you're going to be using any of those services this week. 'Cause if we receive a payment next week, then it would just be one week that you were in lapse in coverage. But it wouldn't affect you negatively unless there are any services that you were expecting the insurance to cover. No, I mean, we hardly ever go to the doctor, but I just want to see what it covers in order for

me to start making payments because what I want to do is see what it covers as far as like mental health for, like, my child. Mm-hmm. So, um, that's kind of what I want to look into, like mental health and or, uh, like what it covers for... You know, I know it's a limited PPO, but I still want to... I, I don't know what that means, so. Of course. So usually what a limited PPO means, um, I did send you that benefit guide, but usually, um, just to piggyback off that, what a... There we go. Um, what a PPO limited plan means that it is going to be different from what you might be used to with the major medical insurance that you will get with health insurance companies like Cigna or BlueCross BlueShield- Okay. ... where their packages and their plans are combined with set dollar amounts for certain services, percentages and copays. Okay. With PPO limited plans, you're not going to have all three combined. It will be either/or. Either the plan itself will cover the services to a certain percentage or a certain set dollar amount will be covered for services or a copay. Um, that's what they mean when they say limited PPO plans. Okay. All right. And then I did send out the request for the letter of statement of coverage. It should be sent out within that 24 to 48 hour window that we spoke of. Okay, perfect. All right. Well, I appreciate your time. I will give you a call back. Of course. Is there anything else we can assist you with today? Uh, no, ma'am. That'll be all. All right. Thank you so much for your time. Hope you have a wonderful rest of your day. You as well. Thank you. Bye-bye. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Unipart. My name is ... can I help you today?

Speaker speaker_1: Hi. Yes. I was calling because I, like had a message on my phone about, um, I guess 'cause the payroll deductions they haven't taken anything out for possible benefits but, uh, um, didn't know if I was even trying to apply for benefits, so calling to check that and then seeing if I need to make a payment.

Speaker speaker_0: What are the last four of your social and staffing company you work with?

Speaker speaker_1: Uh, 6775 and then BTFF.

Speaker speaker_0: What is the last name?

Speaker speaker_1: Ortiz.

Speaker speaker_0: Please verify your mailing address and date of birth so that I can make sure I have the right account in front of me.

Speaker speaker_1: Uh, 15020 Indian Hill Trail, Willis, Texas 77378. Date of birth, uh, 10/08/1984.

Speaker speaker_0: Can I have your best phone number 803... I mean 806-283-7261?

Speaker speaker_1: That's correct.

Speaker speaker_0: And I have your email down as first and last name 1008@gmail.com?

Speaker speaker_1: I'm sorry, say that one more time.

Speaker speaker_0: Yes, sir. I have your email down as your first and last name 1008@gmail.com?

Speaker speaker_1: That's correct. That's it. But it's, uh, Eddie Ortiz, not Edward.

Speaker speaker_0: Oh, yes, I see it here. So the reason why you're actually enrolling to Benefits, sir, um, is for two specific documents, to be honest. We received the first request for enrollment back in August 24th of 2023 and then the second-

Speaker speaker_1: Yep.

Speaker speaker_0: ... one was from another form you filled out with the same request on December 9th, 2024 for coverage for yourself and two children's.

Speaker speaker_1: Yep. That's correct.

Speaker speaker_0: Um, and yes that policy itself got activated back on January 20th, 2025 was when the first payment was sent over by your staffing company.

Speaker speaker_1: Okay.

Speaker speaker_0: During the year of 2024 to 2025 and this week, we did not receive payment for it.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: If you were looking to get this week access, um, you're looking at a payment of \$39.21 per week.

Speaker speaker_1: \$39.21 per week? Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Could, uh... Could I get an email, um, like, number one, where I can make the payment, and number two, um, like the benefits 'cause I never received like a benefit package, like, telling me what I'm eligible for and what it covers, those kind of things.

Speaker speaker_0: Um, so for the first issue, there is no way for you to make payment online. It's only over the phone with us. And then for the second issue, so these are PPO limited plans. They wouldn't be sending you a pamphlet with the specific information of your current plan. What I can offer is a letter of coverage which will show what you're enrolled into and then provide you a copy of the benefit guide for your staffing company, if that works.

Speaker speaker_1: Yeah, that'll be fine.

Speaker speaker_0: All right, so I'll go ahead and send you a copy of the benefit guide. And then as far as the letter of coverage, it's going to take roughly 24 to 48 hours for the front office to send it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, and then in regards to the payment, um, do you want to think it over and then give us a call back or would you like me to process it? Because if you didn't have-

Speaker speaker_1: Uh, yeah, I don't-

Speaker speaker_0: ... to make the payment, it wouldn't affect you negatively unless you're going to be using any of those services this week. 'Cause if we receive a payment next week, then it would just be one week that you were in lapse in coverage. But it wouldn't affect you negatively unless there are any services that you were expecting the insurance to cover.

Speaker speaker_1: No, I mean, we hardly ever go to the doctor, but I just want to see what it covers in order for me to start making payments because what I want to do is see what it covers as far as like mental health for, like, my child.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, um, that's kind of what I want to look into, like mental health and or, uh, like what it covers for... You know, I know it's a limited PPO, but I still want to... I, I don't know what that means, so.

Speaker speaker_0: Of course. So usually what a limited PPO means, um, I did send you that benefit guide, but usually, um, just to piggyback off that, what a... There we go. Um, what a PPO limited plan means that it is going to be different from what you might be used to with the major medical insurance that you will get with health insurance companies like Cigna or BlueCross BlueShield-

Speaker speaker_1: Okay.

Speaker speaker_0: ... where their packages and their plans are combined with set dollar amounts for certain services, percentages and copays.

Speaker speaker_1: Okay.

Speaker speaker_0: With PPO limited plans, you're not going to have all three combined. It will be either/or. Either the plan itself will cover the services to a certain percentage or a certain set dollar amount will be covered for services or a copay. Um, that's what they mean when they say limited PPO plans.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And then I did send out the request for the letter of statement of coverage. It should be sent out within that 24 to 48 hour window that we spoke of.

Speaker speaker_1: Okay, perfect. All right. Well, I appreciate your time. I will give you a call back.

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

Speaker speaker_1: Uh, no, ma'am. That'll be all.

Speaker speaker_0: All right. Thank you so much for your time. Hope you have a wonderful rest of your day.

Speaker speaker_1: You as well. Thank you. Bye-bye.

Speaker speaker_0: My pleasure.