

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Car, calling on behalf of Site Staffing to speak with Mr. Weaver. Yeah, this is him. Please be advised the call may be monitored or recorded for quality assurance purposes. We were calling you 'cause we were processing the enrollment form for health insurance that you filled out on November 11th. Yeah. And it shows you selected you would like coverage for employee, but you didn't choose any plan. Oh. That's crazy. I thought I did. My bad. It's okay, sir. So did you want us to process this enrollment for any plan specifically that you remember? And if not, we can go over the ones that they offer if you don't have time currently. You do have- Oh. ... all the wait until you get hired on. You said, uh, I have to wait till I get hired now? Yes, I said if you don't have time at the moment to go over the benefits of this Yeah. Oh, okay. I'm sorry. I can't... Okay. Did you remember which plans you were looking to select? Uh, usually I go for like the highest one because I know that's probably has the best benefits to it. So these benefits are PPO limited plans. They are divided into two medical categories for the medical plans, into preventative and hospital indemnity. So depending on what type of services you're looking for the medical plan to cover you will depend on which plan you select. Uh, medical one. Yes, sir. So once again the medical plans are divided into two sections. Yeah. Preventative and hospital indemnity. Oh. Okay, okay, okay. Now I see what you're saying. My bad. Yeah, so I mean, uh, whatever's the best option, uh, that's fine. Legally speaking, it depends- That's what I'm saying. ... on what you're looking for it to cover. Your preventative services are your screenings for blood pressure, iron deficiency, accounting for a healthy diet or avoiding the exposures from the sun. Your preventative immunization like tetanus, pertussis, um, influenza, as well as getting your physical done. The hospital indemnity, those are your doctor visits whether it's urgent care, primary or emergency as well as your surgeries. The preventative plan doesn't cover any of the hospital indemnity services and vice versa. The hospital indemnity plans don't cover anything preventative. You can mix the preventative with one of the VIP hospital indemnity but you just can't have two of the VIP plans enrolled into them. Oh, you can't have two of the VIPs? Yes, sir, 'cause the- Uh. ... VIPs are all hospital indemnity. Okay, well, I'll take the, uh, uh, the surging one and then, uh, you said where you can go in and you can get deducted if you got like anything going on, right? I'm sorry? You said if I got like anything going on and I was at the hospital, I would be deducted for like whatever they did, right? Uh, no, sir. So I haven't actually gone into what the plans will cover. There are just two different categories. Hospital indemnity are your doctor's visits, emergency room or your care or surgeries. Preventative is the services that we went over. There is a Stay Healthy MEC, \$14.03 per paycheck, VIP Standard, \$16.80, VIP Classic, \$18.57, and VIP Plus, \$29.78. They're all PPO plans. Oh, yeah, right. They don't have any co-pays. I'll do the \$18 one. The

VIP Classic? Yeah. And aside from medical, were you looking to enroll into anything else, like dental, vision, short-term disability or such? Uh, dental. Okay. So aside from medical and dental that you're enrolled into, the other things they offer is short-term disability, term life which is basically their life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, ID expert which is identity theft protection, um, and the last one is a FreeRx membership for your medications. Did you need anything else to be added to the policy or just the dental and medical for the moment? Oh, just the dental and medical for the moment. Okay. So that is \$21.95. So you authorize Site Staffing to make those deductions once you start working? Yes. All right. Once you start working, allow one to two weeks for them to start making your deductions. When you see the first deduction, following Monday should be when the carrier sends out those benefit cards. Um, and then for the medical, I know they're only doing digital copy with that carrier which is American Public Life. But if you did want a hard copy, once you see that you become active here with the culture, you can put in a request for them to- All right. ... go out and have it. But how do I get the digital one? Excuse me? How do I get the digital? They send that to your email, the one- Okay. ... that you provided which was armani.weaver18@gmail.com. Yeah, that's fine. All right. So Site Staffing should be getting back to you once they have an assignment for you if they haven't already. Uh, I'm gonna say they did. Uh, I'm just went, I went to the court today. I'm just waiting on the, uh, hiring date. Uh-huh. Understood. All right. All right. And aside from how to send this, do you have any questions with regards to these benefits? Uh, no, that's everything I feel like got answered. I appreciate you. Thank you so much for taking my call. I hope you have a wonderful rest of your day. All right, sir. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Car, calling on behalf of Site Staffing to speak with Mr. Weaver.

Speaker speaker_2: Yeah, this is him.

Speaker speaker_1: Please be advised the call may be monitored or recorded for quality assurance purposes. We were calling you 'cause we were processing the enrollment form for health insurance that you filled out on November 11th.

Speaker speaker_2: Yeah.

Speaker speaker_1: And it shows you selected you would like coverage for employee, but you didn't choose any plan.

Speaker speaker_2: Oh. That's crazy. I thought I did. My bad.

Speaker speaker_1: It's okay, sir. So did you want us to process this enrollment for any plan specifically that you remember? And if not, we can go over the ones that they offer if you don't have time currently. You do have-

Speaker speaker_2: Oh.

Speaker speaker_1: ... all the wait until you get hired on.

Speaker speaker_2: You said, uh, I have to wait till I get hired now?

Speaker speaker_1: Yes, I said if you don't have time at the moment to go over the benefits of this

Speaker speaker_3: Yeah.

Speaker speaker_2: Oh, okay. I'm sorry. I can't...

Speaker speaker_1: Okay. Did you remember which plans you were looking to select?

Speaker speaker_2: Uh, usually I go for like the highest one because I know that's probably has the best benefits to it.

Speaker speaker_1: So these benefits are PPO limited plans. They are divided into two medical categories for the medical plans, into preventative and hospital indemnity. So depending on what type of services you're looking for the medical plan to cover you will depend on which plan you select.

Speaker speaker_2: Uh, medical one.

Speaker speaker_1: Yes, sir. So once again the medical plans are divided into two sections.

Speaker speaker_2: Yeah.

Speaker speaker_1: Preventative and hospital indemnity.

Speaker speaker_2: Oh. Okay, okay, okay. Now I see what you're saying. My bad. Yeah, so I mean, uh, whatever's the best option, uh, that's fine.

Speaker speaker_1: Legally speaking, it depends-

Speaker speaker_2: That's what I'm saying.

Speaker speaker_1: ... on what you're looking for it to cover. Your preventative services are your screenings for blood pressure, iron deficiency, accounting for a healthy diet or avoiding the exposures from the sun. Your preventative immunization like tetanus, pertussis, um, influenza, as well as getting your physical done. The hospital indemnity, those are your doctor visits whether it's urgent care, primary or emergency as well as your surgeries. The preventative plan doesn't cover any of the hospital indemnity services and vice versa. The hospital indemnity plans don't cover anything preventative. You can mix the preventative with one of the VIP hospital indemnity but you just can't have two of the VIP plans enrolled into them.

Speaker speaker_2: Oh, you can't have two of the VIPs?

Speaker speaker_1: Yes, sir, 'cause the-

Speaker speaker_2: Uh.

Speaker speaker_1: ... VIPs are all hospital indemnity.

Speaker speaker_2: Okay, well, I'll take the, uh, uh, the surging one and then, uh, you said where you can go in and you can get deducted if you got like anything going on, right?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: You said if I got like anything going on and I was at the hospital, I would be deducted for like whatever they did, right?

Speaker speaker_1: Uh, no, sir. So I haven't actually gone into what the plans will cover. There are just two different categories. Hospital indemnity are your doctor's visits, emergency room or your care or surgeries. Preventative is the services that we went over. There is a Stay Healthy MEC, \$14.03 per paycheck, VIP Standard, \$16.80, VIP Classic, \$18.57, and VIP Plus, \$29.78. They're all PPO plans.

Speaker speaker_2: Oh, yeah, right.

Speaker speaker_1: They don't have any co-pays.

Speaker speaker_2: I'll do the \$18 one.

Speaker speaker_1: The VIP Classic?

Speaker speaker_2: Yeah.

Speaker speaker_1: And aside from medical, were you looking to enroll into anything else, like dental, vision, short-term disability or such?

Speaker speaker_2: Uh, dental.

Speaker speaker_1: Okay. So aside from medical and dental that you're enrolled into, the other things they offer is short-term disability, term life which is basically their life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, ID expert which is identity theft protection, um, and the last one is a FreeRx membership for your medications. Did you need anything else to be added to the policy or just the dental and medical for the moment?

Speaker speaker_2: Oh, just the dental and medical for the moment.

Speaker speaker_1: Okay. So that is \$21.95. So you authorize Site Staffing to make those deductions once you start working?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Once you start working, allow one to two weeks for them to start making your deductions. When you see the first deduction, following Monday should be when the carrier sends out those benefit cards. Um, and then for the medical, I know they're only doing digital copy with that carrier which is American Public Life. But if you did want a hard copy, once you see that you become active here with the culture, you can put in a request for them to-

Speaker speaker_2: All right.

Speaker speaker_1: ... go out and have it.

Speaker speaker_2: But how do I get the digital one?

Speaker speaker_1: Excuse me?

Speaker speaker_2: How do I get the digital?

Speaker speaker_1: They send that to your email, the one-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you provided which was armani.weaver18@gmail.com.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: All right. So Site Staffing should be getting back to you once they have an assignment for you if they haven't already.

Speaker speaker_2: Uh, I'm gonna say they did. Uh, I'm just went, I went to the court today. I'm just waiting on the, uh, hiring date.

Speaker speaker_1: Uh-huh. Understood. All right.

Speaker speaker_2: All right.

Speaker speaker_1: And aside from how to send this, do you have any questions with regards to these benefits?

Speaker speaker_2: Uh, no, that's everything I feel like got answered. I appreciate you.

Speaker speaker_1: Thank you so much for taking my call. I hope you have a wonderful rest of your day.

Speaker speaker_2: All right, sir.

Speaker speaker_1: Bye-bye.