

Transcript: Franchesca

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Full Transcript

Thank you for calling Medical Premier. ... how can I help you? Yes, hi. Um, I'm returning the call. You guys been trying to contact me, uh, too many missed calls, but I'm working nights and I was asleep. Okay. Did they leave any voice message, sir? Uh, no, I don't think so. Okay, so when you called in, we do not have any account in front of us, so we'll have to look for an account to see if that specific agent left any notes on it. Which staffing company do you work with? I work for SST. What are the last four of the social? 6408. Hey, sir. Stacey here. I know that we're just calling to let you know that they have sent over a digital copy of all of your benefit cards to your email since your remission division and the medical preventatives. They sent all four of them once again. Oh, okay. Sounds good. I'll, uh... But that's for only digital copies, right? You guys will be sending me the hard copies, uh, anytime soon as well? The carriers will be the ones to send them over. They should have been sent over last Friday and could still be in transit. Okay. Sounds good. Thank you so much for your help. Sure thing, sir. I do want to let you know, although you have four plans in total that have benefit cards, you're only gonna see three attachments due to the fact that your medical preventative and vision are both together in the same card. Oh, okay. I have a quick question though. Mm-hmm. Um, I was reading the booklet of benefits, uh, and what it covers and what it does and stuff like that. Uh, which package do we have? Is it the VIP? The VIP Plus? And there is, like, three types of cards or coverages, and I'm not sure which one I have because it doesn't say on the card. It says VIP, uh, but something else here. Let me see. So, what you're specifically enrolled into is a VIP Classic. VIP Classic. Okay. Mm-hmm. Is that the best out of the three, or can I still improve it? Like, can I make it better? Legally speaking, there is no such thing as the best plan. It all depends on the needs that you're looking for. If you wanted to know if that is the one that will cover the most dollar amount, it is not. That is the first tier. The second tier will be the VIP Pro. The only thing being is the following. If you were to switch over to the highest tier, it does not cover any ambulance coverage or preventative surgeries, whereas the current plan that you're enrolled into does. The difference between them, aside from the fact that the Pro, um, which is the one that you do not have, doesn't cover those three services, will be the fact that your current plan for your... Let me make sure I'm reading the right line. For your emergency room, urgent care, and physician's office, it only covers \$50 out of the bill for the visit, but if you were to switch over to the VIP Pro where your preventative surgeries and ambulance services wouldn't be covered, the plan would cover \$150 instead of just \$50 for those three type of visits. Okay. All right. Well, I'll... I guess I'll keep it. I'll keep that one for now, and I'll give it a good, um... you know, I'll read it and make sure I got everything I need on it, at least for now. Thank you so much. And- I just wanted to make sure. Of course. So you're going to have all the way till the end of this month, the 30th, since we're closed on Saturdays, to be able to make any changes to the current policy. I got you. The only other questions I

have is about life insurance policies. Is there's no way I can buy more life insurance? Is that the maximum? Is it across the board like that, or can it be upgraded? Um, so you're initially correct, Mr. Taylor. There's only one life insurance plan. There's nowhere to upgrade from. So, sorry, I had a go at my throat. Um, so from the benefits that they're offering that we administer, the only specific selection that you have more than one plan where you can upgrade or downgrade from is medical. But things like your vision, your dental, short-term disability, or life insurance, there's only one plan being offered for those. Oh, okay. All right. Well, thank you so much for answering the questions. That's all I got. Uh, this has been my pleasure. I hope you have a wonderful rest of your day, and thank you for giving us a call back. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Premier. ... how can I help you?

Speaker speaker_1: Yes, hi. Um, I'm returning the call. You guys been trying to contact me, uh, too many missed calls, but I'm working nights and I was asleep.

Speaker speaker_0: Okay. Did they leave any voice message, sir?

Speaker speaker_1: Uh, no, I don't think so.

Speaker speaker_0: Okay, so when you called in, we do not have any account in front of us, so we'll have to look for an account to see if that specific agent left any notes on it. Which staffing company do you work with?

Speaker speaker_1: I work for SST.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 6408.

Speaker speaker_0: Hey, sir. Stacey here. I know that we're just calling to let you know that they have sent over a digital copy of all of your benefit cards to your email since your remission division and the medical preventatives. They sent all four of them once again.

Speaker speaker_1: Oh, okay. Sounds good. I'll, uh... But that's for only digital copies, right? You guys will be sending me the hard copies, uh, anytime soon as well?

Speaker speaker_0: The carriers will be the ones to send them over. They should have been sent over last Friday and could still be in transit.

Speaker speaker_1: Okay. Sounds good. Thank you so much for your help.

Speaker speaker_0: Sure thing, sir. I do want to let you know, although you have four plans in total that have benefit cards, you're only gonna see three attachments due to the fact that your medical preventative and vision are both together in the same card.

Speaker speaker_1: Oh, okay. I have a quick question though.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, I was reading the booklet of benefits, uh, and what it covers and what it does and stuff like that. Uh, which package do we have? Is it the VIP? The VIP Plus? And there is, like, three types of cards or coverages, and I'm not sure which one I have because it doesn't say on the card. It says VIP, uh, but something else here. Let me see.

Speaker speaker_0: So, what you're specifically enrolled into is a VIP Classic.

Speaker speaker_1: VIP Classic. Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Is that the best out of the three, or can I still improve it? Like, can I make it better?

Speaker speaker_0: Legally speaking, there is no such thing as the best plan. It all depends on the needs that you're looking for. If you wanted to know if that is the one that will cover the most dollar amount, it is not. That is the first tier. The second tier will be the VIP Pro. The only thing being is the following. If you were to switch over to the highest tier, it does not cover any ambulance coverage or preventative surgeries, whereas the current plan that you're enrolled into does. The difference between them, aside from the fact that the Pro, um, which is the one that you do not have, doesn't cover those three services, will be the fact that your current plan for your... Let me make sure I'm reading the right line. For your emergency room, urgent care, and physician's office, it only covers \$50 out of the bill for the visit, but if you were to switch over to the VIP Pro where your preventative surgeries and ambulance services wouldn't be covered, the plan would cover \$150 instead of just \$50 for those three type of visits.

Speaker speaker_1: Okay. All right. Well, I'll... I guess I'll keep it. I'll keep that one for now, and I'll give it a good, um... you know, I'll read it and make sure I got everything I need on it, at least for now. Thank you so much.

Speaker speaker_0: And-

Speaker speaker_1: I just wanted to make sure.

Speaker speaker_0: Of course. So you're going to have all the way till the end of this month, the 30th, since we're closed on Saturdays, to be able to make any changes to the current policy.

Speaker speaker_1: I got you. The only other questions I have is about life insurance policies. Is there's no way I can buy more life insurance? Is that the maximum? Is it across the board like that, or can it be upgraded?

Speaker speaker_0: Um, so you're initially correct, Mr. Taylor. There's only one life insurance plan. There's nowhere to upgrade from. So, sorry, I had a go at my throat. Um, so from the benefits that they're offering that we administer, the only specific selection that you have more than one plan where you can upgrade or downgrade from is medical. But things like your vision, your dental, short-term disability, or life insurance, there's only one plan being offered for those.

Speaker speaker_1: Oh, okay. All right. Well, thank you so much for answering the questions. That's all I got.

Speaker speaker_0: Uh, this has been my pleasure. I hope you have a wonderful rest of your day, and thank you for giving us a call back.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.