

Transcript: Franchesca

Baez-5696755974225920-4938357997518848

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-4. My name is Francesca. How can I help you today? Hello. This is Carlisha and I'm trying to, um, enroll into my benefits. What staffing company do you work with? HSS. All right. The last four of your Social? Five-seven-seven-one. For security purposes, could you please verify your mailing address and date of birth? December 4th, 1991. My address is 3001 Pleasant Run Road, Apartment 126, Norman, Oklahoma 73072. And that was Pleasant Run Road, right? Uh, Pleasant Run Road. Okay. Can I have the best number to reach you down as 405-989-6299? Yes, ma'am. With the email of last name, first name twenty at gmail.com? Yes. Okay. Did you want to make changes to your current enrollment? It does show there was an enrollment process already online for medical preventative, dental, and vision. Yes. I just, I just need the medical, dental and vision. That's it. Okay. So the plans that were selected was medical preventative. Now, medical preventative isn't gonna cover any hospital and med med services, um, which are usually known as hospital services such as urgent care, emergency room, hospital visits or surgeries, since that plan is only preventative. It does come with a free Rx membership and urgent care for the package. Just keep in mind that it will require network as well. Okay, so if I... Okay, for instance, like if I do need to go to like an urgent care or whatever, how much is that package? So if you mean like those services that yours doesn't cover, you can either get those services adding DBAP Standard which is 1681. The only thing is DBAP Standard only covers hospital services. It doesn't cover anything preventative. And the other option will be the MEC Enhance which covers both the preventative and the hospital services. However, it does require network whereas the BAP plan does not. Okay. Well, I think I'm gonna stick with the one I have 'cause I don't really be getting hurt or anything or getting sick. Understood. All right. Well, was there any other information that we can assist you with today? Uh, no, ma'am. Thank you. Thank you for your time. I hope you have a wonderful rest of your day, and thank you for your time today. All right. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-0-4. My name is Francesca. How can I help you today?

Speaker speaker_2: Hello. This is Carlisha and I'm trying to, um, enroll into my benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: HSS.

Speaker speaker_1: All right. The last four of your Social?

Speaker speaker_2: Five-seven-seven-one.

Speaker speaker_1: For security purposes, could you please verify your mailing address and date of birth?

Speaker speaker_2: December 4th, 1991. My address is 3001 Pleasant Run Road, Apartment 126, Norman, Oklahoma 73072.

Speaker speaker_1: And that was Pleasant Run Road, right?

Speaker speaker_2: Uh, Pleasant Run Road.

Speaker speaker_1: Okay. Can I have the best number to reach you down as 405-989-6299?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: With the email of last name, first name twenty at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Did you want to make changes to your current enrollment? It does show there was an enrollment process already online for medical preventative, dental, and vision.

Speaker speaker_2: Yes. I just, I just need the medical, dental and vision. That's it.

Speaker speaker_1: Okay. So the plans that were selected was medical preventative. Now, medical preventative isn't gonna cover any hospital and med med services, um, which are usually known as hospital services such as urgent care, emergency room, hospital visits or surgeries, since that plan is only preventative. It does come with a free Rx membership and urgent care for the package. Just keep in mind that it will require network as well.

Speaker speaker_2: Okay, so if I... Okay, for instance, like if I do need to go to like an urgent care or whatever, how much is that package?

Speaker speaker_1: So if you mean like those services that yours doesn't cover, you can either get those services adding DBAP Standard which is 1681. The only thing is DBAP Standard only covers hospital services. It doesn't cover anything preventative. And the other option will be the MEC Enhance which covers both the preventative and the hospital services. However, it does require network whereas the BAP plan does not.

Speaker speaker_2: Okay. Well, I think I'm gonna stick with the one I have 'cause I don't really be getting hurt or anything or getting sick.

Speaker speaker_1: Understood. All right. Well, was there any other information that we can assist you with today?

Speaker speaker_2: Uh, no, ma'am. Thank you.

Speaker speaker_1: Thank you for your time. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: All right. Bye-bye.

Speaker speaker_1: Bye-bye.