

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hello, Francesca. Um, I'm calling to, um... how can I put this? To see if any of them medical insurance at my job, like if they c- cover me going to the, the, the, me going to the, the, the, the, the dermatologist? Going to the dermatologist you say? Yeah, but, um, and I know the, um, health care that I got now don't, but I would just want to see if there is one on the plan that does c- cover it. Okay. Let's take a look. What staffing company do you work with? Focus. And what are the last four of the Social? 28 22, 23, 23. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? 134 North Jefferson Street, Allentown, PA 18102. And what else you need, you said? Your date of birth. Oh, 8/2/84. I have a batch contact number for you as 484-750-8902. Yes, ma'am. Can I have your email then as your first name, B, as in boy, M, @gmail.com? Yes, ma'am. Okay. Let's see. So based on the benefit guide from your staffing company, there... StayHealthy MEC Enhanced Plans would cover a specialist visit. Um, the only thing is currently you're not eligible for enrollment to make changes. Okay, but I'm not ineligible 'cause of the job? No, sir, 'cause your personal enrollment period to make coverage enrollments ended on the 15 of February. That's the reason why currently you're not eligible. You won't be able to change your medical plan till the month of December when your company has an open enrollment period for the whole company. December? Geez. I should have... All right. I, all right, thank you. I apologize. No, that's fine. I hope you have a wonderful rest of your day, and it was pleasure assisting you today. Oh, there's one more thing I need to ask you. Mm-hmm. Sorry, sorry. Um, when I go to the eye doctor, like is there going to be like a upfront fee, like a fee or something? So with the plan that you're on, it depends on the service. Um, what I mean by that is your eye exam have a \$10 copay, so that will be what you pay out of pocket. Your lenses and frames have a \$25 copay. Um, there's no copay, it's a zero copay for the contact lens fittings. And annually, the frames allowance is \$130. For the frames what? \$130 for the frame allowance. The frame allowance, so that means the frame isn't going to cost that much? No, so it means that your insurance will only cover \$130 for the frames. And if the frame itself cost us more than that, then you're responsible for the remainder. Pay out of pocket. All right, all right, all right. That's cool. All right, thank you. Of course. Was there anything else? Um, um, yeah, I guess. Sorry. Um, how can, um, I hook up, like what, um, what, um, places for the eye and exam and stuff take, take, um, health ins- well, the, um, eye and, and, um, insurance? So I'll be more than happy to send their phone number for the providers list to your email. Um, per your benefit guide it also says that you can go to retail places as well, like Costco Optical, Walmart, Sam's Club or Vision Works. All right. Oh, that's cool, uh, 'cause I was thinking about going to Walmart too since I'm always there. All right, there you go. I will try and send, if you're okay with it, the information for those providers- Oh. Oh, yeah. ... for

both your vision and the medical. 'Cause your d- your medical plan does have a network requirement. Okay? So it will have the information for the vision providers, the website and the phone number, as well as for the medical for you. And it's going to be from my office email, which is info@benefitsinacard.com. Yes, ma'am. Okay, thank you. Of course. Was there anything else we can assist you with today? Nope, that's all. All right, I hope you have a wonderful rest of your day and thank you for your time today. Yep, thank you.

Conversation Format

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

Speaker speaker_1: Hello, Francesca. Um, I'm calling to, um... how can I put this? To see if any of them medical insurance at my job, like if they c- cover me going to the, the, the, me going to the, the, the, the, the dermatologist?

Speaker speaker_0: Going to the dermatologist you say?

Speaker speaker_1: Yeah, but, um, and I know the, um, health care that I got now don't, but I would just want to see if there is one on the plan that does c- cover it.

Speaker speaker_0: Okay. Let's take a look. What staffing company do you work with?

Speaker speaker_1: Focus.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 28 22, 23, 23.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: 134 North Jefferson Street, Allentown, PA 18102. And what else you need, you said?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, 8/2/84.

Speaker speaker_0: I have a batch contact number for you as 484-750-8902.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email then as your first name, B, as in boy, M, @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Let's see. So based on the benefit guide from your staffing company, there... StayHealthy MEC Enhanced Plans would cover a specialist visit. Um, the only thing is currently you're not eligible for enrollment to make changes.

Speaker speaker_1: Okay, but I'm not ineligible 'cause of the job?

Speaker speaker_0: No, sir, 'cause your personal enrollment period to make coverage enrollments ended on the 15 of February. That's the reason why currently you're not eligible. You won't be able to change your medical plan till the month of December when your company has an open enrollment period for the whole company.

Speaker speaker_1: December? Geez. I should have... All right. I, all right, thank you.

Speaker speaker_0: I apologize.

Speaker speaker_1: No, that's fine.

Speaker speaker_0: I hope you have a wonderful rest of your day, and it was pleasure assisting you today.

Speaker speaker_1: Oh, there's one more thing I need to ask you.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Sorry, sorry. Um, when I go to the eye doctor, like is there going to be like a upfront fee, like a fee or something?

Speaker speaker_0: So with the plan that you're on, it depends on the service. Um, what I mean by that is your eye exam have a \$10 copay, so that will be what you pay out of pocket. Your lenses and frames have a \$25 copay. Um, there's no copay, it's a zero copay for the contact lens fittings. And annually, the frames allowance is \$130.

Speaker speaker_1: For the frames what?

Speaker speaker_0: \$130 for the frame allowance.

Speaker speaker_1: The frame allowance, so that means the frame isn't going to cost that much?

Speaker speaker_0: No, so it means that your insurance will only cover \$130 for the frames. And if the frame itself cost us more than that, then you're responsible for the remainder.

Speaker speaker_1: Pay out of pocket. All right, all right, all right. That's cool. All right, thank you.

Speaker speaker_0: Of course. Was there anything else?

Speaker speaker_1: Um, um, yeah, I guess. Sorry. Um, how can, um, I hook up, like what, um, what, um, places for the eye and exam and stuff take, take, um, health ins- well, the, um, eye and, and, um, insurance?

Speaker speaker_0: So I'll be more than happy to send their phone number for the providers list to your email. Um, per your benefit guide it also says that you can go to retail places as well, like Costco Optical, Walmart, Sam's Club or Vision Works.

Speaker speaker_1: All right. Oh, that's cool, uh, 'cause I was thinking about going to Walmart too since I'm always there.

Speaker speaker_0: All right, there you go. I will try and send, if you're okay with it, the information for those providers-

Speaker speaker_1: Oh. Oh, yeah.

Speaker speaker_0: ... for both your vision and the medical. 'Cause your d- your medical plan does have a network requirement. Okay? So it will have the information for the vision providers, the website and the phone number, as well as for the medical for you. And it's going to be from my office email, which is info@benefitsinacard.com.

Speaker speaker_1: Yes, ma'am. Okay, thank you.

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

Speaker speaker_1: Nope, that's all.

Speaker speaker_0: All right, I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: Yep, thank you.