

Transcript: Francesca

Baez-6400468558987264-4530331853701120

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, I'm trying to, just trying to figure out... I work for SST. Do you know who that is? Yes, sir. It will be the Southern Superior Skill Trades. Okay, um, I have a pinched nerve in my neck, and I'm just wondering if that covers, if I can go to a chiropractor or not. Okay. Let me take a look and see which is the plan that you're being enrolled into. Okay. What are the last four of the social? Seven, three, six, three. And the last name? Owens. Can we say at last four seven three six three? Yes. Please verify mailing address and first. 1740 Picket Court, Tracy, California 95376. I have best contacts 408-849-571 with the email of robo4422@gmail.com. Yep. Not with a specific medical plan that you're going to be enrolled into due to the fact that that plan is preventative only. So what does that mean? It means that it's only going to be covering the preventative services like your blood pressure, iron deficiency and annual physical, your screenings for a healthy diet or avoiding the UV exposures from the sun. But the one that you had to be enrolled into before you made those changes online, the BIP Classic, that will be the one that will cover hospital indemnity, um, which will be those services you're looking for, doctor visits, emergency room, ER and such. Okay. I'm not sure what that mean, what that means. It means that the plan that you took off or the pending enrollment that you have in our system was the one that will cover the services you're looking to have. Well, can I change it back? Sure thing, sir. Would you like to speak with them to make sure that that, um, neck issue will be covered under that plan? Yes. Are you gonna send me a... Are they gonna send me a card or what's the deal with that? Yes, sir. Once your policy becomes effective, which it should be May 5th, 2025. Okay. Friday of that activation week is gonna be when they're gonna send out your benefit cards. Okay. Okay. You- And now, do you want to verify with the carrier before I touch your policy? Yes. Okay. Their phone number is 800... No, I don't have the pen right now. Okay. Do you want me to just simply transfer you then? Yes, please. Okay. One moment.

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: Yeah, I'm trying to, just trying to figure out... I work for SST. Do you know who that is?

Speaker speaker_0: Yes, sir. It will be the Southern Superior Skill Trades.

Speaker speaker_1: Okay, um, I have a pinched nerve in my neck, and I'm just wondering if that covers, if I can go to a chiropractor or not.

Speaker speaker_0: Okay. Let me take a look and see which is the plan that you're being enrolled into.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Seven, three, six, three.

Speaker speaker_0: And the last name?

Speaker speaker_1: Owens.

Speaker speaker_0: Can we say at last four seven three six three?

Speaker speaker_1: Yes.

Speaker speaker_0: Please verify mailing address and first.

Speaker speaker_1: 1740 Picket Court, Tracy, California 95376.

Speaker speaker_0: I have best contacts 408-849-571 with the email of robo4422@gmail.com.

Speaker speaker_1: Yep.

Speaker speaker_0: Not with a specific medical plan that you're going to be enrolled into due to the fact that that plan is preventative only.

Speaker speaker_1: So what does that mean?

Speaker speaker_0: It means that it's only going to be covering the preventative services like your blood pressure, iron deficiency and annual physical, your screenings for a healthy diet or avoiding the UV exposures from the sun. But the one that you had to be enrolled into before you made those changes online, the BIP Classic, that will be the one that will cover hospital indemnity, um, which will be those services you're looking for, doctor visits, emergency room, ER and such.

Speaker speaker_1: Okay. I'm not sure what that mean, what that means.

Speaker speaker_0: It means that the plan that you took off or the pending enrollment that you have in our system was the one that will cover the services you're looking to have.

Speaker speaker_1: Well, can I change it back?

Speaker speaker_0: Sure thing, sir. Would you like to speak with them to make sure that that, um, neck issue will be covered under that plan?

Speaker speaker_1: Yes. Are you gonna send me a... Are they gonna send me a card or what's the deal with that?

Speaker speaker_0: Yes, sir. Once your policy becomes effective, which it should be May 5th, 2025.

Speaker speaker_1: Okay.

Speaker speaker_0: Friday of that activation week is gonna be when they're gonna send out your benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: You-

Speaker speaker_0: And now, do you want to verify with the carrier before I touch your policy?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Their phone number is 800...

Speaker speaker_1: No, I don't have the pen right now.

Speaker speaker_0: Okay. Do you want me to just simply transfer you then?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. One moment.