

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, yeah. I was calling to find out about if I have benefits through my job. Um, yeah. Let me check on that. Like a call back number? What's that staffing agency you work for? Um, Partners Personnel. And the last four of your social? 9920. And what was your first and last name? Juan Palacios. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Juan? It's 202 West Orange, California or More s- uh, sorry. West Orange Street, Colton, California 92324. And confirm your date of birth. 8/25/88. And a good telephone number I have is 909-827-8222. Yes. And the email I have is palacios_john3 at Yahoo! Yeah. Okay. So looking at the file, it looks like you're not currently enrolled into anything through Partners Personnel. However, you're eligible to be enrolled in the benefits. Okay. So what I should do for that? Um, did you have an idea of what you wanted to be enrolled into, or did you want to take some time to look over a benefit guide before you make that final decision? Uh, honestly, well, I mean, I'm just trying to look for basic stuff because I'm trying to go see urgent care right now, but I don't got the money, and it's a lot of money when they, you know, have insurance. So, that's why I've been trying to find out. I totally understand. Um, well, I do know that if we did get enrolled today, um, pending enrollments do take one to two weeks to go through. So there is that. So it's not immediate. Okay. All right, so... Okay. Um, but I do know that Partners Personnel offers five different medical plans. Um, one of them just covers preventative health care services only, so like your physicals, diabetes, screenings, vaccinations, stuff like that, \$16.80 per week. Okay. Then they have three other medical plans, the VIP plans. They have the Standard Plus and the Prime, which all cover hospitals, doctors and medications. The only major difference between all of them is just how much the carrier pays to cover things. Um, but the standard is \$17.66. VIP plus \$31.61. And the VIP prime is \$43.28. Um, well, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 per week. Okay. Okay. Uh, well, I might have to go through the, the plans then. Okay. Um, so I'll go ahead and email you. Oh, okay. Yeah. So I'll go ahead and email you a copy of the benefit guide. Um, just so you have it. However, the email that you should be looking out for will be coming from info, that's I-N-F-O- Uh-huh. ...@benefitsandacard.com. Okay? Okay. Okay. Um, well, is there anything else I could assist you with today? Uh, no, that's it, actually. Awesome. Well, you have a wonderful day, okay? Thank you, as well. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, yeah. I was calling to find out about if I have benefits through my job.

Speaker speaker_0: Um, yeah. Let me check on that.

Speaker speaker_1: Like a call back number?

Speaker speaker_0: What's that staffing agency you work for?

Speaker speaker_1: Um, Partners Personnel.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9920.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Juan Palacios.

Speaker speaker_0: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Juan?

Speaker speaker_1: It's 202 West Orange, California or More s- uh, sorry. West Orange Street, Colton, California 92324.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 8/25/88.

Speaker speaker_0: And a good telephone number I have is 909-827-8222.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is palacios_john3 at Yahoo!

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So looking at the file, it looks like you're not currently enrolled into anything through Partners Personnel. However, you're eligible to be enrolled in the benefits.

Speaker speaker_1: Okay. So what I should do for that?

Speaker speaker_0: Um, did you have an idea of what you wanted to be enrolled into, or did you want to take some time to look over a benefit guide before you make that final decision?

Speaker speaker_1: Uh, honestly, well, I mean, I'm just trying to look for basic stuff because I'm trying to go see urgent care right now, but I don't got the money, and it's a lot of money when they, you know, have insurance. So, that's why I've been trying to find out.

Speaker speaker_0: I totally understand. Um, well, I do know that if we did get enrolled today, um, pending enrollments do take one to two weeks to go through. So there is that. So it's not

immediate.

Speaker speaker_1: Okay. All right, so...

Speaker speaker_0: Okay. Um, but I do know that Partners Personnel offers five different medical plans. Um, one of them just covers preventative health care services only, so like your physicals, diabetes, screenings, vaccinations, stuff like that, \$16.80 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Then they have three other medical plans, the VIP plans. They have the Standard Plus and the Prime, which all cover hospitals, doctors and medications. The only major difference between all of them is just how much the carrier pays to cover things. Um, but the standard is \$17.66. VIP plus \$31.61. And the VIP prime is \$43.28. Um, well, the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 per week.

Speaker speaker_1: Okay. Okay. Uh, well, I might have to go through the, the plans then.

Speaker speaker_0: Okay. Um, so I'll go ahead and email you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. So I'll go ahead and email you a copy of the benefit guide. Um, just so you have it. However, the email that you should be looking out for will be coming from info, that's I-N-F-O-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ...@benefitsandacard.com. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, that's it, actually.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Thank you, as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.