

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I'm calling... I'm calling to see what the benefits was. They text me and said to call this number. Okay. What's that staffing agency you work for? Um... Uh, give me a moment. I... I work at Eunice, but I think it's through the temp agency personnel, um... Part- Partners Personnel? Partners Personnel. Yes, correct. What's the last four of your Social? 7800. And what was your first name and last name again? I'm sorry. Orlando Delgado. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Orlando? 446 East Cumberland, in Allentown, Pennsylvania 18103. And then confirm your date of birth. 10/29/1990. And a good telephone number I have is 347-595-5380? Yeah. And the email I have is orlandodelgado2990@gmail? Yeah. Okay. Uh, now quick question. Did you receive a benefit guide through Partners Personnel or no? No. No? Okay. Um, so I went ahead and emailed you a copy of the benefit guide just so you have it. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Um, and then... Okay. ... I'll just give you a brief rundown of what's offered. Um, so let's see here. Sure. So with Partners Personnel, um, I do know that they offer five different medical plans. One of the medical plans is the Stay Healthy MEC-TeleRx. Now that one just covers basic preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Yeah. That's \$16.80 per week. Then they has three other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the standard plus and the primes is how much the insurance carrier pays to cover things. Um, but those range from \$17.66 to \$43.28. However, 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 a week. However, Partners does offer other things like dental, short-term disability, term life which is life insurance, vision, critical illness, group accident, and behavioral health. Okay. Yeah. Um, did you have any- Hello? I'm still here. Okay. Yeah, so the one that, uh, dental is included in, is that the 43 a week? Uh, let me see. Let me check that benefit guide. So the dental would be an additional benefit option added on top of the medical plan. So if you got the MEC Enhanced at the \$43.76 a week, you would add the dental on top of that at an extra \$3.63. So the additional benefit options can be added to... can be added to the medical plans, if that makes sense. Oh, okay. Vision, vision, dental, those are ex- those are extra add-ons. Correct, yes sir, additional benefit options. Yes sir. Okay. Okay, okay, okay. And then the email that you sent me, um, is all of that information? Yes sir. Uh, what's covered, what's not covered, how much the insurance carrier will pay, stuff like that. Okay. So if, when I make a decision on which one to pick, who do I have to get in contact with? You guys, or can I just

Speak to the, um, person now directly? Um, so you would reach back out to us at Benefits in a Card, and one of our representatives will get you enrolled in their benefits from there. Okay. All right, no problem. I'll look over the email and I'll make a decision and then I'll contact you guys back. Awesome, um, just to let you know we received your hire date as December 16th, uh, so your cutoff date would be Dec- uh, January 15th, uh, as your personal open enrollment period since there are 31 days in the month of December. So your cutoff date would be January 15th to make that final decision, okay? And you got it. Okay, yes, thank you so much. You're welcome. You have a great day, okay? Bye-bye. You.....

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I'm calling... I'm calling to see what the benefits was. They text me and said to call this number.

Speaker speaker_1: Okay. What's that staffing agency you work for?

Speaker speaker_2: Um... Uh, give me a moment. I... I work at Eunice, but I think it's through the temp agency personnel, um...

Speaker speaker_1: Part- Partners Personnel?

Speaker speaker_2: Partners Personnel. Yes, correct.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7800.

Speaker speaker_1: And what was your first name and last name again? I'm sorry.

Speaker speaker_2: Orlando Delgado.

Speaker speaker_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Orlando?

Speaker speaker_2: 446 East Cumberland, in Allentown, Pennsylvania 18103.

Speaker speaker_1: And then confirm your date of birth.

Speaker speaker_2: 10/29/1990.

Speaker speaker_1: And a good telephone number I have is 347-595-5380?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is orlandodelgado2990@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Uh, now quick question. Did you receive a benefit guide through Partners Personnel or no?

Speaker speaker_2: No.

Speaker speaker_1: No? Okay. Um, so I went ahead and emailed you a copy of the benefit guide just so you have it. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Um, and then...

Speaker speaker_2: Okay.

Speaker speaker_1: ... I'll just give you a brief rundown of what's offered. Um, so let's see here. Sure. So with Partners Personnel, um, I do know that they offer five different medical plans. One of the medical plans is the Stay Healthy MEC-TeleRx. Now that one just covers basic preventative healthcare services only, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Yeah.

Speaker speaker_1: That's \$16.80 per week. Then they has three other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the standard plus and the primes is how much the insurance carrier pays to cover things. Um, but those range from \$17.66 to \$43.28. However, 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 a week. However, Partners does offer other things like dental, short-term disability, term life which is life insurance, vision, critical illness, group accident, and behavioral health.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Um, did you have any-

Speaker speaker_2: Hello?

Speaker speaker_1: I'm still here.

Speaker speaker_2: Okay. Yeah, so the one that, uh, dental is included in, is that the 43 a week?

Speaker speaker_1: Uh, let me see. Let me check that benefit guide. So the dental would be an additional benefit option added on top of the medical plan. So if you got the MEC Enhanced at the \$43.76 a week, you would add the dental on top of that at an extra \$3.63. So the additional benefit options can be added to... can be added to the medical plans, if that makes sense.

Speaker speaker_2: Oh, okay. Vision, vision, dental, those are ex- those are extra add-ons.

Speaker speaker_1: Correct, yes sir, additional benefit options. Yes sir.

Speaker speaker_2: Okay. Okay, okay, okay. And then the email that you sent me, um, is all of that information?

Speaker speaker_1: Yes sir. Uh, what's covered, what's not covered, how much the insurance carrier will pay, stuff like that.

Speaker speaker_2: Okay. So if, when I make a decision on which one to pick, who do I have to get in contact with? You guys, or can I just speak to the, um, person now directly?

Speaker speaker_1: Um, so you would reach back out to us at Benefits in a Card, and one of our representatives will get you enrolled in their benefits from there.

Speaker speaker_2: Okay. All right, no problem. I'll look over the email and I'll make a decision and then I'll contact you guys back.

Speaker speaker_1: Awesome, um, just to let you know we received your hire date as December 16th, uh, so your cutoff date would be Dec- uh, January 15th, uh, as your personal open enrollment period since there are 31 days in the month of December. So your cutoff date would be January 15th to make that final decision, okay?

Speaker speaker_2: And you got it. Okay, yes, thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Bye-bye.

Speaker speaker_3: You.....