

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, um, I accidentally clicked the wrong plan for my medical, and I need to do major medical instead of just, uh, covering emergency mainly. Yeah, let me check on that for you. Um, what's the staffing agency you work for? I work for, um, Hydro Girl, which is the ISS, I think. Innovative Staff Solutions. Innovative Staff Solutions, and the last four of your social? Uh, let me get that. Hold on. That's gonna be 4917. Did you get that? And your first and last name? Um, that's, uh, Katrina Benson. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Katrina? All right. 184 Heron Road, Princeton, Kentucky 42445. And your date of birth? 12/07/2006. And a good telephone number has 270-625-9224. Yes, that is. And the email has katrinaelizabethbenson@gmail.com? Yes. Okay. Um, so looking at the file, I do know that Innovative Staff Solutions, they don't offer a major medical plan. Okay. The plans offered through them are hospital indemnity. Um, the plan that you're currently enrolled into does cover hospitals, doctors and medications. It does cover that? Correct. Well, I called the other, and they said that it only covers, uh, emergency. That's what they told me, but they told me if I needed to change it, to call this number, because I've been trying to get a hold of everybody since, like, yesterday, since I got my card. And- Awesome. ... I just want to make sure that this actually covers what I need. Yeah. Um, who, um, who informed you that it only covers hospital or emergencies? Um, I can't remember her name, but she was, uh, the main, like, insurance provider over there. At APL or Innovative? APL. Okay. Um, so, like I said, the Ensure Plus Basic is a hospital indemnity plan. Uh-huh. So it covers hospitals, doctors and medications. So honestly, I don't know why they just said it only covers emergency rooms. I mean, you do have emergency room coverage for that medical plan. Mm-hmm. Um, same as daily hospital confinement, same as a physician's office, um, outpatient sickness, stuff like that, so you do have coverage for an actual doctor's visit if you needed to go to a doctor. Okay, because that's mainly what I was concerned about, because I do do doctor's visits mainly. Okay. Um, but also checking the calendar as well, you did become active in the coverage as of last Monday, so you should receive the physical ID card sometime this week. I do have them right here. I got them yesterday. That's why I was calling, because I was... My mom was like, "Are you sure that that's regular medical or not?" Because, like, emergency is good to have, but I also need regular medical with it. I totally understand, but yes, you do have regular medical as well, uh, hospital, doctor and medication coverage. Okay, that's all I needed to know, because I've had so many other people tell me it is not that. I totally understand. Um, now, I can also email you a copy of the benefit guide, just so you can have some peace of mind, um, and you can compare what plan you're enrolled into with the benefit guide as well. Okay? I have, like, a full pamphlet that my work just gave me that I think- Okay. No worries. ... is the guide, so it should be fine. Okay. No worries. Um, so your

medical plan is listed as the Ensure Plus Basic. Okay? Okay. Okay. But other than that, is there anything else I can assist you with today, Katrina? Uh, no. Thank you. That's all I need. Awesome. Well, you have a wonderful day, okay? You too. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I accidentally clicked the wrong plan for my medical, and I need to do major medical instead of just, uh, covering emergency mainly.

Speaker speaker_0: Yeah, let me check on that for you. Um, what's the staffing agency you work for?

Speaker speaker_1: I work for, um, Hydro Girl, which is the ISS, I think. Innovative Staff Solutions.

Speaker speaker_0: Innovative Staff Solutions, and the last four of your social?

Speaker speaker_1: Uh, let me get that. Hold on. That's gonna be 4917. Did you get that?

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Um, that's, uh, Katrina Benson.

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

Speaker speaker_1: All right. 184 Heron Road, Princeton, Kentucky 42445.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 12/07/2006.

Speaker speaker_0: And a good telephone number has 270-625-9224.

Speaker speaker_1: Yes, that is.

Speaker speaker_0: And the email has katrinaelizabethbenson@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file, I do know that Innovative Staff Solutions, they don't offer a major medical plan.

Speaker speaker_1: Okay.

Speaker speaker_0: The plans offered through them are hospital indemnity. Um, the plan that you're currently enrolled into does cover hospitals, doctors and medications.

Speaker speaker_1: It does cover that?

Speaker speaker_0: Correct.

Speaker speaker_1: Well, I called the other, and they said that it only covers, uh, emergency. That's what they told me, but they told me if I needed to change it, to call this number, because I've been trying to get a hold of everybody since, like, yesterday, since I got my card. And-

Speaker speaker_0: Awesome.

Speaker speaker_1: ... I just want to make sure that this actually covers what I need.

Speaker speaker_0: Yeah. Um, who, um, who informed you that it only covers hospital or emergencies?

Speaker speaker_1: Um, I can't remember her name, but she was, uh, the main, like, insurance provider over there.

Speaker speaker_0: At APL or Innovative?

Speaker speaker_1: APL.

Speaker speaker_0: Okay. Um, so, like I said, the Ensure Plus Basic is a hospital indemnity plan.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: So it covers hospitals, doctors and medications. So honestly, I don't know why they just said it only covers emergency rooms. I mean, you do have emergency room coverage for that medical plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, same as daily hospital confinement, same as a physician's office, um, outpatient sickness, stuff like that, so you do have coverage for an actual doctor's visit if you needed to go to a doctor.

Speaker speaker_1: Okay, because that's mainly what I was concerned about, because I do do doctor's visits mainly.

Speaker speaker_0: Okay. Um, but also checking the calendar as well, you did become active in the coverage as of last Monday, so you should receive the physical ID card sometime this week.

Speaker speaker_1: I do have them right here. I got them yesterday. That's why I was calling, because I was... My mom was like, "Are you sure that that's regular medical or not?" Because, like, emergency is good to have, but I also need regular medical with it.

Speaker speaker_0: I totally understand, but yes, you do have regular medical as well, uh, hospital, doctor and medication coverage.

Speaker speaker_1: Okay, that's all I needed to know, because I've had so many other people tell me it is not that.

Speaker speaker_0: I totally understand. Um, now, I can also email you a copy of the benefit guide, just so you can have some peace of mind, um, and you can compare what plan you're enrolled into with the benefit guide as well. Okay?

Speaker speaker_1: I have, like, a full pamphlet that my work just gave me that I think-

Speaker speaker_0: Okay. No worries.

Speaker speaker_1: ... is the guide, so it should be fine.

Speaker speaker_0: Okay. No worries. Um, so your medical plan is listed as the Ensure Plus Basic. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But other than that, is there anything else I can assist you with today, Katrina?

Speaker speaker_1: Uh, no. Thank you. That's all I need.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: All right. Bye-bye.