

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? Uh, I was just, uh, calling to see what kind of benefits business or what it, what it is you guys keep sending me a text message. Yeah. What's that staffing agency you work for? Um, Copan. I mean, um, Co- Par- Partners. Partners Personnel? Yeah. Okay. Did you receive a benefit guide through them by any chance or no? Uh, I don't believe so. Okay. And what's the last four of your Social, so I can pull your file for you? 1379. And your first and last name? Marvin Weekly. Sure. And for security purposes, could you verify your home address, including city, state and zip code, Marvin? 31754 Delfino Way, Winchester, California 92596. And confirm your date of birth. 11/25/'90. And a good telephone number have as 813-1737. Yes. And the email I have is marvinweeklyjr@Yahoo. Yes. Okay. Um, so let's see. So, I'll go ahead and email you a copy of the benefit guide, just so you have it. And then I'll give you a brief- Okay. ... rundown of what's offered, so just bear with me one second, okay? No problem. Okay. But that email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your- Oh. ... inbox, be sure to check your spam or check your junk folder, okay? Okay. Okay. So, let's see here. So, I do know that Partners Personnel, um, they do offer five different medical plans. One of them is the Stay Healthy MEC TeleRx. Now, that just covers preventative healthcare services only, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, f- preventative services are like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, um, at \$16.80 per week. However, the other three medical plans, the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard Plus and the Prime 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 that's offered through Partners is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at 40- \$43.76 per week. Um- Okay. ... Partners does offer other things, like short-term disability, critical illness, dental, vision, term life, which is life insurance, group accident and behavioral health. Okay. Cool. Um, yeah. I'll take a look at the plans and do, uh... Can I just call you back or...? Um, yeah. So we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Okay, perfect. Awesome. Well, is there anything else I can assist you with today, Marvin? No, that was all. Thank you. You're welcome. You have a great day, okay? Have a good one. 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: Uh, I was just, uh, calling to see what kind of benefits business or what it, what it is you guys keep sending me a text message.

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

Speaker speaker_1: Um, Copan. I mean, um, Co- Par- Partners.

Speaker speaker_0: Partners Personnel?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Did you receive a benefit guide through them by any chance or no?

Speaker speaker_1: Uh, I don't believe so.

Speaker speaker_0: Okay. And what's the last four of your Social, so I can pull your file for you?

Speaker speaker_1: 1379.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Marvin Weekly.

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

Speaker speaker_1: 31754 Delfino Way, Winchester, California 92596.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/25/90.

Speaker speaker_0: And a good telephone number have as 813-1737.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is marvinweeklyjr@Yahoo.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see. So, I'll go ahead and email you a copy of the benefit guide, just so you have it. And then I'll give you a brief-

Speaker speaker_1: Okay.

Speaker speaker_0: ... rundown of what's offered, so just bear with me one second, okay?

Speaker speaker_1: No problem.

Speaker speaker_0: Okay. But that email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your-

Speaker speaker_1: Oh.

Speaker speaker_0: ... inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So, let's see here. So, I do know that Partners Personnel, um, they do offer five different medical plans. One of them is the Stay Healthy MEC TeleRx. Now, that just covers preventative healthcare services only, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. Um, f- preventative services are like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, um, at \$16.80 per week. However, the other three medical plans, the VIP plans, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard Plus and the Prime 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 that's offered through Partners is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at 40- \$43.76 per week. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Partners does offer other things, like short-term disability, critical illness, dental, vision, term life, which is life insurance, group accident and behavioral health.

Speaker speaker_1: Okay. Cool. Um, yeah. I'll take a look at the plans and do, uh... Can I just call you back or...?

Speaker speaker_0: Um, yeah. So we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Marvin?

Speaker speaker_1: No, that was all. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Have a good one.

Speaker speaker_0: All right, bye-bye.