

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hello. Um, I just had a question. I was kinda confused when I was looking like at the packages for the insurance 'cause it- I saw there was like a preventative, but I didn't know, like I thought preventative w- was kind of already came with the, you know, insurance. It was free. Or do you have to get that package for it to be... Like I'm kinda confused I guess. Um, here what's the staffing agency you work for? Um, I work for Versella. Verella? Okay. So I do know that the Stay Healthy MAC just covers the preventative healthcare services. Um, now that can, can be... That can, can be that can, uh, be combined with one of the VIP plans. Um, the Stay- or the VIP Standard, or the VIP Plus. Um, but it's totally up to you. It's totally what you, what you need, or what you wanted that makes it expensive. So if I- if I got a package but I didn't add the preventative, would I still get preventative covered? Like, you know, 'cause usually I thought preventative, if you had health insurance, was already covered. Um, no, ma'am. So let's see here. So the VIP Standard bundle, or the VI- the standard bundles just, uh, cover hospitals, doctors and medications. However, let me verify, 'cause I do know that I believe that a, um... Hold on. Do you mind if I place you on a brief hold for a second? Mm, no not at all. Okay. Hello, are you still there? I am. Thank you so much for holding. So the VIP Standard bundles does- do not include the, the preventative healthcare service plan. It just covers your hospital visits, doctor visits and medication coverage. There's no preventive- Ah. ... healthcare services. Interesting. Yeah. I guess I must have just cu- 'cause I just used to have health insurance and like I didn't have to have a preventative package with it. It's just like if I had health insurance as like a woman, like in Colorado, it was just like preventative was free. If that makes sense. Like, you know what I'm saying? Or is that- Yeah, I totally understand. Um- And so- No, that's just- ... it's kind of what I was thinking. Yeah. It's pretty much what, uh, PEAR is offering. Um, now I honestly don't know if the, if um, w- if... I do know that the medical plans th- are individual. Like that you do have the option for just hospitals, doctors and medications, or you do have the option to combine both, to have preventative healthcare services as well as hospitals, doctors and medications. But, like I said, it's totally up to you. It's totally based on what you need or what you wanted. Okay. I just- I guess I just needed to know if I for sure- like if I didn't add it on there if I was gonna... If every time I have to pay for preventative or not. So I guess I would- I will have to add the package on to the separate plan, is what you're saying, no matter what, if I want that? Correct. Okay. All right. Well, all right, thank you. You're welcome. You have a great day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

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

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

Speaker speaker_2: Hello. Um, I just had a question. I was kinda confused when I was looking like at the packages for the insurance 'cause it- I saw there was like a preventative, but I didn't know, like I thought preventative w- was kind of already came with the, you know, insurance. It was free. Or do you have to get that package for it to be... Like I'm kinda confused I guess.

Speaker speaker_1: Um, here what's the staffing agency you work for?

Speaker speaker_2: Um, I work for Versella.

Speaker speaker_1: Verella? Okay. So I do know that the Stay Healthy MAC just covers the preventative healthcare services. Um, now that can, can be... That can, can be that can, uh, be combined with one of the VIP plans. Um, the Stay- or the VIP Standard, or the VIP Plus. Um, but it's totally up to you. It's totally what you, what you need, or what you wanted that makes it expensive.

Speaker speaker_2: So if I- if I got a package but I didn't add the preventative, would I still get preventative covered? Like, you know, 'cause usually I thought preventative, if you had health insurance, was already covered.

Speaker speaker_1: Um, no, ma'am. So let's see here. So the VIP Standard bundle, or the VI- the standard bundles just, uh, cover hospitals, doctors and medications. However, let me verify, 'cause I do know that I believe that a, um... Hold on. Do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Mm, no not at all.

Speaker speaker_1: Okay. Hello, are you still there?

Speaker speaker_2: I am.

Speaker speaker_1: Thank you so much for holding. So the VIP Standard bundles does- do not include the, the preventative healthcare service plan. It just covers your hospital visits, doctor visits and medication coverage. There's no preventive-

Speaker speaker_2: Ah.

Speaker speaker_1: ... healthcare services.

Speaker speaker_2: Interesting. Yeah. I guess I must have just cu- 'cause I just used to have health insurance and like I didn't have to have a preventative package with it. It's just like if I had health insurance as like a woman, like in Colorado, it was just like preventative was free. If that makes sense. Like, you know what I'm saying? Or is that-

Speaker speaker_1: Yeah, I totally understand. Um-

Speaker speaker_2: And so-

Speaker speaker_1: No, that's just-

Speaker speaker_2: ... it's kind of what I was thinking.

Speaker speaker_1: Yeah. It's pretty much what, uh, PEAR is offering. Um, now I honestly don't know if the, if um, w- if... I do know that the medical plans th- are individual. Like that you do have the option for just hospitals, doctors and medications, or you do have the option to combine both, to have preventative healthcare services as well as hospitals, doctors and medications. But, like I said, it's totally up to you. It's totally based on what you need or what you wanted.

Speaker speaker_2: Okay. I just- I guess I just needed to know if I for sure- like if I didn't add it on there if I was gonna... If every time I have to pay for preventative or not. So I guess I would- I will have to add the package on to the separate plan, is what you're saying, no matter what, if I want that?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. All right. Well, all right, thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.