

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? Uh, yes, my name is Jerry Calvert. I had a question on my, uh, insurance account. Yeah. Uh, what's the staffing agency you work for? Sahers. And the last four of your social? It is 557. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Jerry? Uh, it's 204 Cone Street, Valley, Alabama 36854. And confirm your date of birth for me. It's 5-21-1978. And a good telephone number has a 334-333-9114? Yes, sir. And your email address is calvertjoey36854 at gmail? Yes. Okay. And what were your questions? Um, I haven't got my card then yet. They, they said they were sending them on the way, so I went by my primary care physician to see if they accepted that insurance. And they said they do, but I had a limited plan. I'm not sure what that means, but, um, uh, they said I had to call and see what the co-pays or what y'all cover. Y'all cover primary? Yes, sir. Um, so you are currently enrolled into the VIP Classic, which covers hospitals, doctors and medications. However, I do know the plans offered through Search p- Search Staffing are hospital indemnity plans. Mm-hmm. So the insurance carrier pays set dollar amounts to cover things as long as co-pays have been met. Um, for your primary care physician, let's see here... Um, I'm try- I'm looking in the benefit guide, so bear with me one second. So it looks like the insurance carrier will pay \$50 a day for a max of four days for those visits. Okay. Yes. Uh, you said the co-pays or what now, sir? Uh, co-pays are usually \$25 for regular doctor's visits. However, if it's like a specialist, like a ears, nose and throat doctor, for example, I believe it's \$60. Okay. Yeah. We're just looking at primary, like my wife has a doctor's appointment coming up and we just didn't know... They, they couldn't even tell us much co-pays or what y'all actually covered and all this. But- So, that's why I'm just making sure it's going to be good when she goes in. I totally understand. Well, is there anything else I can assist you with today, Jerry? No, sir. That'll be it. Awesome. Well, you have a wonderful day, okay? You all do the same. Thank you. All right. Bye-bye. Okay.

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: Uh, yes, my name is Jerry Calvert. I had a question on my, uh, insurance account.

Speaker speaker_0: Yeah. Uh, what's the staffing agency you work for?

Speaker speaker_1: Sahers.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It is 557.

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

Speaker speaker_1: Uh, it's 204 Cone Street, Valley, Alabama 36854.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: It's 5-21-1978.

Speaker speaker_0: And a good telephone number has a 334-333-9114?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email address is calvertjoey36854 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what were your questions?

Speaker speaker_1: Um, I haven't got my card then yet. They, they said they were sending them on the way, so I went by my primary care physician to see if they accepted that insurance. And they said they do, but I had a limited plan. I'm not sure what that means, but, um, uh, they said I had to call and see what the co-pays or what y'all cover. Y'all cover primary?

Speaker speaker_0: Yes, sir. Um, so you are currently enrolled into the VIP Classic, which covers hospitals, doctors and medications. However, I do know the plans offered through Search p- Search Staffing are hospital indemnity plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So the insurance carrier pays set dollar amounts to cover things as long as co-pays have been met. Um, for your primary care physician, let's see here... Um, I'm try- I'm looking in the benefit guide, so bear with me one second. So it looks like the insurance carrier will pay \$50 a day for a max of four days for those visits. Okay.

Speaker speaker_1: Yes. Uh, you said the co-pays or what now, sir?

Speaker speaker_0: Uh, co-pays are usually \$25 for regular doctor's visits. However, if it's like a specialist, like a ears, nose and throat doctor, for example, I believe it's \$60.

Speaker speaker_1: Okay. Yeah. We're just looking at primary, like my wife has a doctor's appointment coming up and we just didn't know... They, they couldn't even tell us much co-pays or what y'all actually covered and all this. But- So, that's why I'm just making sure it's going to be good when she goes in.

Speaker speaker_0: I totally understand. Well, is there anything else I can assist you with today, Jerry?

Speaker speaker_1: No, sir. That'll be it.

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

Speaker speaker_1: You all do the same. Thank you.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Okay.