

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Um, hi, Malcolm. My name is Connie and I'm the HR Manager, um, here locally in Corpus Christi for Superior Skilled Trades. Yeah. And we just recently went over, um, crossed over to use, uh, Benefits in a Card for our field employees and I'm just, I'm not familiar with, um, these fixed identity plans. So I just, I had a general question. Yes, ma'am, go ahead. I'm looking at the plan, I'm looking at the plan benefits, um, on page two of the guide. And it's got here, um, for example, hospitalization, admission, confinement, care. It says not included also here. So, this plan doesn't include any kind of hospital coverage? Which plan are you referring to? The Stay Healthy MEC? Let's see. Yes, it's a Stay Healthy MEC. That's what it says. Yes, ma'am, so it's not included because the Stay Healthy MEC is a preventative care plan. Okay. That's good for like wellness checks, physicals, vaccinations, cancer screenings- Okay. ... Pap smears, mammograms for women- Sure. ... any preventative care services. Okay. The other two plans, the VIP Classic and the VIP Pro, those are the ones that cover doctors, hospitals and prescriptions. Okay. So the, but do employees have the option to sign up for either one of those two? Yes, ma'am. They're allowed to have the MEC standalone plan and the VIP Classic or the VIP Pro. Okay. Would they have, um, crossed over to one of these from the, the, our former insurance carrier? You mean- Our, our current field employees? So you're asking- We had a different insurance carrier. Let's see. Yeah, for, for example, would they have crossed over to either the Classic or the Pro when, when that was done on the 5th, yes, a few days ago? Give me one moment, I'm gonna see in- Okay. Okay. So from my understanding, they were transferred over into plans that match this, that they had at the previous. Okay. So even though it may, the former plan, if it wasn't structured in this way, with this, this Stay Healthy, you know, the preventative care plus hospitalization, if it wasn't broken out that way, they would have still transferred over to one of these VIPs? I don't know what the former plan was. I, I didn't, I wouldn't have that information either, unfortunately. Mm-hmm. But I would, I would assume that's how it works, they would give you plans that, that match the same kind of plan that they had previously. Okay. I'm, I'm just concerned, um, if they know what... And of course, you can't, like, look an employee up and, just for an example, and tell me what they got converted over to, right? I've, I've actually been trying to find some, um, um, yet that's okay- Superior Skilled Trades? Mm-hmm. I've been yet to locate one that actually... So I can see- Okay. So- ... exactly what you're referring to. Do, do you think they, um, wouldn't be in the system until, like, after the, the first, um, paycheck that this, that this, uh, started or, or rolled over? I'm looking at somebody right now, looks like their coverage- Mm-hmm. ... just became active today. I mean- Should've been, should've been- ... not today, uh- ... the 5th, right? Yes. And they got transferred over into the VIP Classic Plan, the MEC standalone plan, life insurance, the short term disability, the dental and the vision. Oh, okay, so- For the dental

and vision they couldn't have enrolled in these things themselves and there's no documentation of them submitting the forms, we don't know. So that was, that was, like, the automated rollover and it did include the, the VIP Classic? Yes, ma'am. Okay. Well, that is- From what I under- from what I'm seeing. From what you could see. Okay. Well, that makes me feel a little bit better. And we're in a different, I'm a different type of employee, I'm salary, so I can't even go look at my own, you know? To try to compare. Yeah. This is a whole different, um, setup for our field employees than what I have as an employee. Yes, ma'am. As a salaried employee. So, okay. And that was, um, that's an employee, um, with, um, Tesla CC, Tesla Corpus Christi? So, I, I can't see- Oh, I guess it wouldn't matter. Yeah, it really wouldn't- ... I can't, yeah, I can't see specifically where these, each employee works. Yeah. It just says Superior Trades, but Field Trades Yeah. Right. A f- a field employee is a field employee, you know, regardless of what site they're on. So, it should suffice. Okay. Well, thanks. I appreciate your help. And what's your name again? Connie Flores. How do you spell that? F as in Frank, L-O-R-E-S as in Sam. You saying Connie? Connie, C-O-N-N-I-E. C like a cat. Okay. And you say your last name is Frank? Flores. Flores? Flores, uh-huh. Okay. Well, was there anything else that I can help you with today, Ms. Flores? Um, no, that's it so far. unless I get a lot more questions. And you say you're a manager for... Oh, yeah, I'm the on-site HR manager for, for our s- our site here in, in, uh, Corpus Christi Tesla CC. We're, our, our employees are contractors for Tesla. Mm-hmm. Okay. Cool. Is there anything- I'm, I'm the one getting all the questions. Yes, ma'am, I understand. Well, no- note that we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, if you have any more questions. Yeah, I appreciate that. So far I need to be helping them make changes and whatnot. So yeah, I appreciate that. No problem. Was there anything else I can help you with today, Ms. Flores? No, that's it. You have a good one. You too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_1: Um, hi, Malcolm. My name is Connie and I'm the HR Manager, um, here locally in Corpus Christi for Superior Skilled Trades.

Speaker speaker_0: Yeah.

Speaker speaker_1: And we just recently went over, um, crossed over to use, uh, Benefits in a Card for our field employees and I'm just, I'm not familiar with, um, these fixed identity plans. So I just, I had a general question.

Speaker speaker_0: Yes, ma'am, go ahead.

Speaker speaker_1: I'm looking at the plan, I'm looking at the plan benefits, um, on page two of the guide. And it's got here, um, for example, hospitalization, admission, confinement, care. It says not included also here. So, this plan doesn't include any kind of hospital coverage?

Speaker speaker_0: Which plan are you referring to? The Stay Healthy MEC?

Speaker speaker_1: Let's see. Yes, it's a Stay Healthy MEC. That's what it says.

Speaker speaker_0: Yes, ma'am, so it's not included because the Stay Healthy MEC is a preventative care plan.

Speaker speaker_1: Okay.

Speaker speaker_0: That's good for like wellness checks, physicals, vaccinations, cancer screenings-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Pap smears, mammograms for women-

Speaker speaker_1: Sure.

Speaker speaker_0: ... any preventative care services.

Speaker speaker_1: Okay.

Speaker speaker_0: The other two plans, the VIP Classic and the VIP Pro, those are the ones that cover doctors, hospitals and prescriptions.

Speaker speaker_1: Okay. So the, but do employees have the option to sign up for either one of those two?

Speaker speaker_0: Yes, ma'am. They're allowed to have the MEC standalone plan and the VIP Classic or the VIP Pro.

Speaker speaker_1: Okay. Would they have, um, crossed over to one of these from the, the, our former insurance carrier?

Speaker speaker_0: You mean-

Speaker speaker_1: Our, our current field employees?

Speaker speaker_0: So you're asking-

Speaker speaker_1: We had a different insurance carrier.

Speaker speaker_0: Let's see.

Speaker speaker_1: Yeah, for, for example, would they have crossed over to either the Classic or the Pro when, when that was done on the 5th, yes, a few days ago?

Speaker speaker_0: Give me one moment, I'm gonna see in-

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: So from my understanding, they were transferred over into plans that match this, that they had at the previous.

Speaker speaker_1: Okay. So even though it may, the former plan, if it wasn't structured in this way, with this, this Stay Healthy, you know, the preventative care plus hospitalization, if it

wasn't broken out that way, they would have still transferred over to one of these VIPs? I don't know what the former plan was.

Speaker speaker_0: I, I didn't, I wouldn't have that information either, unfortunately.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But I would, I would assume that's how it works, they would give you plans that, that match the same kind of plan that they had previously.

Speaker speaker_1: Okay. I'm, I'm just concerned, um, if they know what... And of course, you can't, like, look an employee up and, just for an example, and tell me what they got converted over to, right?

Speaker speaker_0: I've, I've actually been trying to find some, um, um, yet that's okay-

Speaker speaker_1: Superior Skilled Trades? Mm-hmm.

Speaker speaker_0: I've been yet to locate one that actually... So I can see-

Speaker speaker_1: Okay. So-

Speaker speaker_0: ... exactly what you're referring to.

Speaker speaker_1: Do, do you think they, um, wouldn't be in the system until, like, after the, the first, um, paycheck that this, that this, uh, started or, or rolled over?

Speaker speaker_0: I'm looking at somebody right now, looks like their coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just became active today. I mean-

Speaker speaker_1: Should've been, should've been-

Speaker speaker_0: ... not today, uh-

Speaker speaker_1: ... the 5th, right? Yes.

Speaker speaker_0: And they got transferred over into the VIP Classic Plan, the MEC standalone plan, life insurance, the short term disability, the dental and the vision.

Speaker speaker_1: Oh, okay, so-

Speaker speaker_0: For the dental and vision they couldn't have enrolled in these things themselves and there's no documentation of them submitting the forms, we don't know.

Speaker speaker_1: So that was, that was, like, the automated rollover and it did include the, the VIP Classic?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Well, that is-

Speaker speaker_0: From what I under- from what I'm seeing.

Speaker speaker_1: From what you could see. Okay. Well, that makes me feel a little bit better. And we're in a different, I'm a different type of employee, I'm salary, so I can't even go look at my own, you know? To try to compare.

Speaker speaker_0: Yeah.

Speaker speaker_1: This is a whole different, um, setup for our field employees than what I have as an employee.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: As a salaried employee. So, okay. And that was, um, that's an employee, um, with, um, Tesla CC, Tesla Corpus Christi?

Speaker speaker_0: So, I, I can't see-

Speaker speaker_1: Oh, I guess it wouldn't matter. Yeah, it really wouldn't-

Speaker speaker_0: ... I can't, yeah, I can't see specifically where these, each employee works.

Speaker speaker_1: Yeah.

Speaker speaker_0: It just says Superior Trades, but Field Trades

Speaker speaker_2: Yeah.

Speaker speaker_1: Right. A f- a field employee is a field employee, you know, regardless of what site they're on. So, it should suffice. Okay. Well, thanks. I appreciate your help.

Speaker speaker_0: And what's your name again?

Speaker speaker_1: Connie Flores.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: F as in Frank, L-O-R-E-S as in Sam.

Speaker speaker_0: You saying Connie?

Speaker speaker_1: Connie, C-O-N-N-I-E. C like a cat.

Speaker speaker_0: Okay. And you say your last name is Frank?

Speaker speaker_1: Flores.

Speaker speaker_0: Flores?

Speaker speaker_1: Flores, uh-huh.

Speaker speaker_0: Okay. Well, was there anything else that I can help you with today, Ms. Flores?

Speaker speaker_1: Um, no, that's it so far. unless I get a lot more questions.

Speaker speaker_0: And you say you're a manager for...

Speaker speaker_1: Oh, yeah, I'm the on-site HR manager for, for our s- our site here in, in, uh, Corpus Christi Tesla CC. We're, our, our employees are contractors for Tesla.

Speaker speaker_0: Mm-hmm. Okay. Cool. Is there anything-

Speaker speaker_1: I'm, I'm the one getting all the questions.

Speaker speaker_0: Yes, ma'am, I understand. Well, no- note that we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday, if you have any more questions.

Speaker speaker_1: Yeah, I appreciate that. So far I need to be helping them make changes and whatnot. So yeah, I appreciate that.

Speaker speaker_0: No problem. Was there anything else I can help you with today, Ms. Flores?

Speaker speaker_1: No, that's it. You have a good one.

Speaker speaker_0: You too. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.