

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Sandra speaking. How may I help you? Yes, I was... I had a question about y'all, uh, package, insurance packages. What does the VIP package cover? Does it cover everything that's in, within the packet or... It is no. VIP, the VIP is, uh, the medical part of the benefits, um. Mm-hmm. What's the name of the staffing agency you work for, so I could provide you better information? Uh, Synergy. So, uh, are you looking at the benefit guide with a PDF file or a pamphlet? Uh, I think it's a PDF file. Okay. So, the amount that you see on the, the VIP, that's the amount that the insurance gonna cover. These are not like major insurance. They have that set amount that they're going to pay. Anything above that amount will be your responsibility. For example, if you go to the doctor's office, um, you have... The insurance is gonna cover 50\$ towards the visits and you'll have four visits per year. Mm-hmm. So basically, it, it just helps you pay for it. Yes. It- It doesn't cover the full price? No, ma'am. Okay. So that's kind of- All right. ... what's in it. If you want the dental, vision, you add it to whatever plan you decide to choose. Okay. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Sandra speaking. How may I help you?

Speaker speaker_2: Yes, I was... I had a question about y'all, uh, package, insurance packages. What does the VIP package cover? Does it cover everything that's in, within the packet or...

Speaker speaker_1: It is no. VIP, the VIP is, uh, the medical part of the benefits, um.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's the name of the staffing agency you work for, so I could provide you better information?

Speaker speaker_2: Uh, Synergy.

Speaker speaker_1: So, uh, are you looking at the benefit guide with a PDF file or a pamphlet?

Speaker speaker_2: Uh, I think it's a PDF file.

Speaker speaker_1: Okay. So, the amount that you see on the, the VIP, that's the amount that the insurance gonna cover. These are not like major insurance. They have that set amount that they're going to pay. Anything above that amount will be your responsibility. For example, if you go to the doctor's office, um, you have... The insurance is gonna cover 50\$ towards the visits and you'll have four visits per year.

Speaker speaker_2: Mm-hmm. So basically, it, it just helps you pay for it.

Speaker speaker_1: Yes. It-

Speaker speaker_2: It doesn't cover the full price?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: So that's kind of-

Speaker speaker_2: All right.

Speaker speaker_1: ... what's in it. If you want the dental, vision, you add it to whatever plan you decide to choose.

Speaker speaker_2: Okay. Thank you.