

Transcript: Pamela

Blanc-6230323924353024-4537993664184320

Full Transcript

Thank you for calling 000 000 000 000. This is Pamela speaking. How may I help you? Yeah, I need to make some changes to my insurance I have through Site Staffing. All right. Can I have the last four digits of the Social? 8981. 8981. And you said Site Staffing? Yes. All right. And your first and last name? Thomas Mihalko. M-I-H-A-L-K-O. Sir, Mihalko, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? It's 6541 South Parkwood Drive, Franklin, Wisconsin, 53132. Date of birth, 9/26/1968. Thank you for the information. We have a telephone number on file, 414-651-0525. And your email is t, a, is t, your last name 68@gmail.com? Yep, tmihalko68@gmail.com. Okay. And- Hello? ... and what would you like to change? Well, I want to cancel the, the health p- the health part I have. I think I have the VIP+ or something. Yes, sir. Yeah, which is useless. Um- You want to keep the dental? ... um, yeah, I'm going to keep the dental. I think I want to add the vision. You know, my whole thing, I just kind of thought I'd be hired full-time by now, but I haven't, so I gotta make some changes here. Okay. So add, um, taking out the VIP and adding the vision- Yes. ... um, your total is \$15.37. Okay. Now, I got another question. I don't know if you can help me. Am I, um, eligible for, or is it even still this, uh, this, uh, minimum value plan? Okay, so that's for... I will have to send the information to the eligibility department. Yeah, 'cause I thought, I think you had to be s- there for like 12 months. You have- If I read correctly. Yeah. And you have- Yeah, I saw that on there. ... to take a certain amount, certain amount of hours. Right, I, and I, I haven't. It hasn't been quite 12 months anyway. Okay. So, um, I don't know if I should... I just don't know if anything really benefits me that much. I mean, th- there's no plans that pay for any, like, co-pays for office visits or anything, I don't think, if I looked at this correctly. Let's see. You know, for like doctor visits. You know, you go just to see your doctor a couple times a year. Well, for, that would probably be, what you mean is your preventive care, but the plan they have for preventive care do not, you will have to pay for the doctor's visit. And, uh, um, and insurance cannot cover the actual procedure. Okay. You know what? I'm just gonna go with... I'm just gonna keep the dental and the vision, cancel the VIP, and then I'll just leave it at that and I'll figure something else out going forward. No problem. So the cancellation process does take, um, one to two weeks for all changes to be processed. The, um, and canceled. Um, same amount of time for the vision plan to start. Okay, so a couple weeks? Yeah. You will receive the ID card for your vision, um, between seven to ten days after benefits are active. Okay. Yeah, 'cause I don't even... I, I don't know. When I got that, that, that health plan and stuff, that wasn't really, you know, any type of insurance. I, I don't know. I got this card. It was... Will it be the same APL card, you know? The APL card is the dental card. Oh, yeah. Okay. I never got anything for, that said I had- The medical- ... health insurance or anything. Yeah. Because the medical- I didn't... I never was- Go ahead. Go, so people- 'Cause the

medical cards, they do not send physical one. They will send a digital one to your email. Oh, okay. I see. Well, well, I'm canceling that anyway, so that won't matter. Now, will I get a additional card for vision or will it all be one card? No, you will get a, an additional 'cause the provider, um, the carriers are different. Um- Okay. It's- Okay. ... MetLife. Oh, okay. That sounds good then. All right. Anything else I can- Okay, so- ... do for you, sir? No, no, you've been very helpful and, um, like you said, it'll take a couple weeks before I get any, uh, confirmations or deductions, correct? Yes. So, um- Or cards. Most likely... Yeah, most likely your new benefits might start on the 10th, uh, if we receive the premiums and everything is processed- Okay. ... on their, on, on their end. So it might not start- Okay. So even if I don't get the card... Okay, so like, so even if I don't get the card, I could still have... I might still be covered, correct? Yes. Let's say if they, if they become effective on that day, you could give us a call and we could provide you with a temporary one. Right, but- You could use or why you wait for your physical one. Okay. But my dental one's still active, right, 'cause I'm keeping that? Yes. Yes, sir. Okay. Okay, perfect. Okay. Well, thank you so much. All right. Anything else I could do for you, sir? Nope, you've been very helpful. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling 000 000 000 000. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, I need to make some changes to my insurance I have through Site Staffing.

Speaker speaker_0: All right. Can I have the last four digits of the Social?

Speaker speaker_1: 8981.

Speaker speaker_0: 8981. And you said Site Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Thomas Mihalko. M-I-H-A-L-K-O.

Speaker speaker_0: Sir, Mihalko, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: It's 6541 South Parkwood Drive, Franklin, Wisconsin, 53132. Date of birth, 9/26/1968.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 414-651-0525. And your email is t, a, is t, your last name 68@gmail.com?

Speaker speaker_1: Yep, tmihalko68@gmail.com.

Speaker speaker_0: Okay. And-

Speaker speaker_1: Hello?

Speaker speaker_0: ... and what would you like to change?

Speaker speaker_1: Well, I want to cancel the, the health p- the health part I have. I think I have the VIP+ or something.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, which is useless. Um-

Speaker speaker_0: You want to keep the dental?

Speaker speaker_1: ... um, yeah, I'm going to keep the dental. I think I want to add the vision. You know, my whole thing, I just kind of thought I'd be hired full-time by now, but I haven't, so I gotta make some changes here.

Speaker speaker_0: Okay. So add, um, taking out the VIP and adding the vision-

Speaker speaker_1: Yes.

Speaker speaker_0: ... um, your total is \$15.37.

Speaker speaker_1: Okay. Now, I got another question. I don't know if you can help me. Am I, um, eligible for, or is it even still this, uh, this, uh, minimum value plan?

Speaker speaker_0: Okay, so that's for... I will have to send the information to the eligibility department.

Speaker speaker_1: Yeah, 'cause I thought, I think you had to be s- there for like 12 months.

Speaker speaker_0: You have-

Speaker speaker_1: If I read correctly. Yeah.

Speaker speaker_0: And you have-

Speaker speaker_1: Yeah, I saw that on there.

Speaker speaker_0: ... to take a certain amount, certain amount of hours.

Speaker speaker_1: Right, I, and I, I haven't. It hasn't been quite 12 months anyway.

Speaker speaker_0: Okay.

Speaker speaker_1: So, um, I don't know if I should... I just don't know if anything really benefits me that much. I mean, th- there's no plans that pay for any, like, co-pays for office visits or anything, I don't think, if I looked at this correctly.

Speaker speaker_0: Let's see.

Speaker speaker_1: You know, for like doctor visits. You know, you go just to see your doctor a couple times a year.

Speaker speaker_0: Well, for, that would probably be, what you mean is your preventive care, but the plan they have for preventive care do not, you will have to pay for the doctor's visit. And, uh, um, and insurance cannot cover the actual procedure.

Speaker speaker_1: Okay. You know what? I'm just gonna go with... I'm just gonna keep the dental and the vision, cancel the VIP, and then I'll just leave it at that and I'll figure something else out going forward.

Speaker speaker_0: No problem. So the cancellation process does take, um, one to two weeks for all changes to be processed. The, um, and canceled. Um, same amount of time for the vision plan to start.

Speaker speaker_1: Okay, so a couple weeks?

Speaker speaker_0: Yeah. You will receive the ID card for your vision, um, between seven to ten days after benefits are active.

Speaker speaker_1: Okay. Yeah, 'cause I don't even... I, I don't know. When I got that, that, that health plan and stuff, that wasn't really, you know, any type of insurance. I, I don't know. I got this card. It was... Will it be the same APL card, you know?

Speaker speaker_0: The APL card is the dental card.

Speaker speaker_1: Oh, yeah. Okay. I never got anything for, that said I had-

Speaker speaker_0: The medical-

Speaker speaker_1: ... health insurance or anything. Yeah.

Speaker speaker_0: Because the medical-

Speaker speaker_1: I didn't... I never was-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Go, so people-

Speaker speaker_0: 'Cause the medical cards, they do not send physical one. They will send a digital one to your email.

Speaker speaker_1: Oh, okay. I see. Well, well, I'm canceling that anyway, so that won't matter. Now, will I get a additional card for vision or will it all be one card?

Speaker speaker_0: No, you will get a, an additional 'cause the provider, um, the carriers are different. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: It's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... MetLife.

Speaker speaker_1: Oh, okay. That sounds good then.

Speaker speaker_0: All right. Anything else I can-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... do for you, sir?

Speaker speaker_1: No, no, you've been very helpful and, um, like you said, it'll take a couple weeks before I get any, uh, confirmations or deductions, correct?

Speaker speaker_0: Yes. So, um-

Speaker speaker_1: Or cards.

Speaker speaker_0: Most likely... Yeah, most likely your new benefits might start on the 10th, uh, if we receive the premiums and everything is processed-

Speaker speaker_1: Okay.

Speaker speaker_0: ... on their, on, on their end. So it might not start-

Speaker speaker_1: Okay. So even if I don't get the card... Okay, so like, so even if I don't get the card, I could still have... I might still be covered, correct?

Speaker speaker_0: Yes. Let's say if they, if they become effective on that day, you could give us a call and we could provide you with a temporary one.

Speaker speaker_1: Right, but-

Speaker speaker_0: You could use or why you wait for your physical one.

Speaker speaker_1: Okay. But my dental one's still active, right, 'cause I'm keeping that?

Speaker speaker_0: Yes. Yes, sir.

Speaker speaker_1: Okay. Okay, perfect. Okay. Well, thank you so much.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: Nope, you've been very helpful. I appreciate it.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Thank you.