

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Hi, Pearl. This is Taylor Thomas. And how can I assist you? Um, I am, uh, online, uh, trying to, uh, select coverage, uh, through Creative Circle. And I just have some questions about the difference between, uh, each Insure Plus, um, medical coverage. Okay. So with the Insure Plus cover- um, plan, the big- the difference basically between them is the dollar amount that they c- they pay for each service. The dollar amount that they pay for... Sorry? For each service. Okay. So I... And I kind of gathered that. A lot of it looks similar, except for like the surgical. Um, so I was just trying to just make, um, a little bit more of an educated decision and trying to understand, I guess, like what would be like my, you know, um, m- I guess co-pay for going to go see just my regular, uh, primary care, um, doctor. So with the Insure Plus plans, there's no co-pay or deductible. They on- but they only cover at a set dollar amount, up to a set dollar amount, sorry. And I guess where does that showcase on... I'm looking at the documents. So, um, I'm just trying to... So I guess if I went into my regular primary care doctor, they would only cover a certain percentage or, uh, like I wouldn't know what Yeah. So if you were to go into a physician's office, the... all three plans cover \$50 services. They cover \$50? Mm-hmm. Is that with the daily hospital confinement is? No. So on the bottom where it says additional insurance products, it says physician's office. Okay. So is that a co-pay or that's just how much they give you? That's how much they give you. Okay. Um... So I guess the, the difference is really only applicable underneath the additional insurance products group hospital? Is that what it is? 'Cause th- the numbers all look the same except for that section. Yep. So that's basically the difference, just the, the changes in price you see there. Okay. Okay. Um... All right. Uh, that was helpful. Thank you. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_2: Hi, Pearl. This is Taylor Thomas.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I am, uh, online, uh, trying to, uh, select coverage, uh, through Creative Circle. And I just have some questions about the difference between, uh, each Insure Plus, um, medical coverage.

Speaker speaker_1: Okay. So with the Insure Plus cover- um, plan, the big- the difference basically between them is the dollar amount that they c- they pay for each service.

Speaker speaker_2: The dollar amount that they pay for... Sorry?

Speaker speaker_1: For each service.

Speaker speaker_2: Okay. So I... And I kind of gathered that. A lot of it looks similar, except for like the surgical. Um, so I was just trying to just make, um, a little bit more of an educated decision and trying to understand, I guess, like what would be like my, you know, um, m- I guess co-pay for going to go see just my regular, uh, primary care, um, doctor.

Speaker speaker_1: So with the Insure Plus plans, there's no co-pay or deductible. They on- but they only cover at a set dollar amount, up to a set dollar amount, sorry.

Speaker speaker_2: And I guess where does that showcase on... I'm looking at the documents. So, um, I'm just trying to... So I guess if I went into my regular primary care doctor, they would only cover a certain percentage or, uh, like I wouldn't know what

Speaker speaker_1: Yeah. So if you were to go into a physician's office, the... all three plans cover \$50 services.

Speaker speaker_2: They cover \$50?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Is that with the daily hospital confinement is?

Speaker speaker_1: No. So on the bottom where it says additional insurance products, it says physician's office.

Speaker speaker_2: Okay. So is that a co-pay or that's just how much they give you?

Speaker speaker_1: That's how much they give you.

Speaker speaker_2: Okay. Um... So I guess the, the difference is really only applicable underneath the additional insurance products group hospital? Is that what it is? 'Cause th- the numbers all look the same except for that section.

Speaker speaker_1: Yep. So that's basically the difference, just the, the changes in price you see there.

Speaker speaker_2: Okay. Okay. Um... All right. Uh, that was helpful. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.