

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hu. Who are you speaking with? Pearl, my name is Deborah Lacey, and I need some information from you, please. I am enrolling in the medical benefits through, uh, Verstalia Temp Service, and I'm putting the information in and I needed to know what was the difference between, um, the VIP Standard bundle and the VIP Plus bundle? Um, that is the dollar amount that they cover for each service. Okay. So if I s-... Well, it- it asks me. I, I pick the first one for employee only, which is the FreeRx, and I guess that's for the, uh, the med- for the prescription part, right? Yeah, so f- the one that's the FreeRx for \$5.99 is for prescription coverage. Okay. So I'm s-supposed to pick one of the medical coverage, which is the Standard bundle or the Plus bundle. So, you said the dif- uh, um, and I see the price difference, 203, \$23.02 and \$36.37. So, I, I'm- I've looked at the information, but I don't see a big difference in either one of those. So it's the, it's the dollar amount that they cover for each service which is the difference. So like for, uh, so like just i- just saying the Standard doesn't cover ICU benefits and it doesn't cover rehab benefit, um, to where the Plus does. The Plus covers \$200 a day for 20 days in the ICU and covers \$50 a day for 30 days for rehab benefits. Um, admission into the hospital s- um, or confinement to the hospital as well. Confinement to the hospital with the Standard is \$50 a day cover. They cover \$50 a day for 30 days to where the Plus bundle covers \$100 a day for 30 days. So that's- Okay. So I'd be better going with the Plus if I'm, if I'm going to do anything, make sure that everything is covered. That's what I needed to know. You've just answered my question and I greatly appreciate it. Now tell me this, what is the MEC that's \$17.96 for employee? Wh- what is that covering? That covers preventative health, so your annual physical, immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things. But that's not covered under your medical? No, that is a separate plan. Mm. It doesn't involve anything pertaining to your eyes or dental or anything, does it? Correct. No, it doesn't. Okay. Well no, I can, um, not need one of those. Okay. All right. You've been much helpful for me, Miss Pearl, and I greatly appreciate it and ask that you have a fantastic day. You as well. Thank you so much for calling. You're welcome. Goodbye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hu. Who are you speaking with?

Speaker speaker_1: Pearl, my name is Deborah Lacey, and I need some information from you, please. I am enrolling in the medical benefits through, uh, Verstalia Temp Service, and I'm putting the information in and I needed to know what was the difference between, um, the VIP Standard bundle and the VIP Plus bundle?

Speaker speaker_0: Um, that is the dollar amount that they cover for each service.

Speaker speaker_1: Okay. So if I s-... Well, it- it asks me. I, I pick the first one for employee only, which is the FreeRx, and I guess that's for the, uh, the med- for the prescription part, right?

Speaker speaker_0: Yeah, so f- the one that's the FreeRx for \$5.99 is for prescription coverage.

Speaker speaker_1: Okay. So I'm s- supposed to pick one of the medical coverage, which is the Standard bundle or the Plus bundle. So, you said the dif- uh, um, and I see the price difference, 203, \$23.02 and \$36.37. So, I, I'm- I've looked at the information, but I don't see a big difference in either one of those.

Speaker speaker_0: So it's the, it's the dollar amount that they cover for each service which is the difference. So like for, uh, so like just i- just saying the Standard doesn't cover ICU benefits and it doesn't cover rehab benefit, um, to where the Plus does. The Plus covers \$200 a day for 20 days in the ICU and covers \$50 a day for 30 days for rehab benefits. Um, admission into the hospital s- um, or confinement to the hospital as well. Confinement to the hospital with the Standard is \$50 a day cover. They cover \$50 a day for 30 days to where the Plus bundle covers \$100 a day for 30 days. So that's-

Speaker speaker_1: Okay. So I'd be better going with the Plus if I'm, if I'm going to do anything, make sure that everything is covered. That's what I needed to know. You've just answered my question and I greatly appreciate it. Now tell me this, what is the MEC that's \$17.96 for employee? Wh- what is that covering?

Speaker speaker_0: That covers preventative health, so your annual physical, immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kinds of things.

Speaker speaker_1: But that's not covered under your medical?

Speaker speaker_0: No, that is a separate plan.

Speaker speaker_1: Mm. It doesn't involve anything pertaining to your eyes or dental or anything, does it?

Speaker speaker_0: Correct. No, it doesn't.

Speaker speaker_1: Okay. Well no, I can, um, not need one of those. Okay. All right. You've been much helpful for me, Miss Pearl, and I greatly appreciate it and ask that you have a fantastic day.

Speaker speaker_0: You as well. Thank you so much for calling.

Speaker speaker_1: You're welcome. Goodbye.