

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on Accora. This is Victoria. How can I help you? Hi, my name is Sandra Castrejon and I just accepted an offer with Partners Personnel for a job and I'm interested in the insurance, and they gave me this number to call for insurance. They said we have to enroll ourselves now. Okay. Um, do you have a copy of the benefits guide or know what you're wanting to enroll into? Uh, well, I just want medical insurance. I do not have a copy of the medicals guide. Okay. Um, so there's a couple different plans to, um, choose from. What I will do is I will email you the, um, benefits guide so you can look over that. Okay. And then, um, once you know what you want to enroll into- Okay. ... you can just call us back. Okay, is it gonna have the pricing on it as well? Yes, they will. And the coverage, right? Yes. So this packet goes over all the plans being offered through your employer, the pricing, some information about the, uh, insurance carriers that we work, so, uh, work with. There's, there's a lot of information on there for you. Okay. Uh, another question. Do you guys have a network of doctors or do, does every doctor take health insurance? Um, so it really just depends on the medical plan that you choose, but the network is gonna be the same for them. Um, so some plans you have to stay in network, some don't. Again, this benefits guide will tell you that. But the name of the network is MultiPlan. Okay. So you can either go onto multiplan.com or you can call them and they can help you find a provider. Well, I already have my provider and I'm trying to keep the same one. Okay. I mean, e- either way you can call them and they can let you know if they're in the network or not. Okay. Perfect. Do you want me to give you my email address? Yes, ma'am. It's Sandra, S-A-N-D-R-A, castrejon, C-A-S-T-R-E-J-O-N, @mail.com. Okay. So Sandra and then C-A-S-T-R-E-J-O-N@mail.com? Yes. Okay. All righty. I will go ahead and send that to you there. And then, um, are you in the... Did you just accept an offer, you said? Yes. Okay. So they typically give you, uh, 30 days from the date of your first check to get enrolled into benefits. Okay. Perfect. Yes, ma'am. Was there anything else you might need the help with or have questions on? No, that's all. Thank you so much. You're welcome. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Accora. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Sandra Castrejon and I just accepted an offer with Partners Personnel for a job and I'm interested in the insurance, and they gave me this number to call for insurance. They said we have to enroll ourselves now.

Speaker speaker_0: Okay. Um, do you have a copy of the benefits guide or know what you're wanting to enroll into?

Speaker speaker_1: Uh, well, I just want medical insurance. I do not have a copy of the medicals guide.

Speaker speaker_0: Okay. Um, so there's a couple different plans to, um, choose from. What I will do is I will email you the, um, benefits guide so you can look over that.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, um, once you know what you want to enroll into-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you can just call us back.

Speaker speaker_1: Okay, is it gonna have the pricing on it as well?

Speaker speaker_0: Yes, they will.

Speaker speaker_1: And the coverage, right?

Speaker speaker_0: Yes. So this packet goes over all the plans being offered through your employer, the pricing, some information about the, uh, insurance carriers that we work, so, uh, work with. There's, there's a lot of information on there for you.

Speaker speaker_1: Okay. Uh, another question. Do you guys have a network of doctors or do, does every doctor take health insurance?

Speaker speaker_0: Um, so it really just depends on the medical plan that you choose, but the network is gonna be the same for them. Um, so some plans you have to stay in network, some don't. Again, this benefits guide will tell you that. But the name of the network is MultiPlan.

Speaker speaker_1: Okay.

Speaker speaker_0: So you can either go onto multiplan.com or you can call them and they can help you find a provider.

Speaker speaker_1: Well, I already have my provider and I'm trying to keep the same one.

Speaker speaker_0: Okay. I mean, e- either way you can call them and they can let you know if they're in the network or not.

Speaker speaker_1: Okay. Perfect. Do you want me to give you my email address?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: It's Sandra, S-A-N-D-R-A,.castrejon, C-A-S-T-R-E-J-O-N, @mail.com.

Speaker speaker_0: Okay. So Sandra and then.C-A-S-T-R-E-J-O-N@mail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. I will go ahead and send that to you there. And then, um, are you in the... Did you just accept an offer, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So they typically give you, uh, 30 days from the date of your first check to get enrolled into benefits.

Speaker speaker_1: Okay. Perfect.

Speaker speaker_0: Yes, ma'am. Was there anything else you might need the help with or have questions on?

Speaker speaker_1: No, that's all. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.