

Transcript: VICTORIA

Taylor-5868684371869696-6157457798250496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Ms. Victoria. How you doing? My name is Alanda Sylvester, and I'm calling to make sure I, I'm set up for my benefits. I know I did it over the phone but I just want to make sure because I got something from TRC Staffing saying that you haven't picked your health benefits, enroll now. But I just want to make sure mine is, everything's good with mine. Okay. Uh, what's the last four of your Social? 8750. Okay. And first name is Alanda, last name is Sylvester? That is me. Yes, ma'am. Okay. And do you mind verifying your address and date of birth? 10264, date of birth, and fo- address is 11506 Henley, H-E-N-L-E-Y, Drive, Houston, Texas 77064. Okay. Phone number 832-909-7926? Yes, ma'am. And then email is asylve38@msn.com? Yeah. V as in Victor, right? Uh, yes, ma'am. Mm-hmm. Okay. All right. So, let's just see. Um, I should be finished. I just want to make sure though. Just make sure I ain't missed nothing. Yeah. I don't actually see that you're enrolled into anything on my end. No? I went through some process with the lady, uh, for, uh, a PPO insurance? Or what is this, something different? So this is, uh, the medical insurance being offered through, uh, TRC Staffing. I, I thought that's what I enrolled in when I talked to this lady, and I thought it was a PPO insurance I enrolled in. If not, I need to enroll. Do you know the name of the plan that you chose? I chose, um... Did she say Blue Cross Blue Shield maybe, PPO? I think? Okay, I think you might want to reach out to your employer 'cause they might have a different benefits administer. Um, the plans that we offer, uh, for them is not major medical insurance, so, so we don't have Blue Cross Blue Shield. Uh, the major insurance companies we work with is American Public Life, MetLife and, uh, 90 Degree Benefits. Okay. Um... So it's possible that TRC Staffing has a different benefits administer that offers that plan you signed up for. Well, no. My thing is they just sent me a email. That's why I'm calling them. They sent me this number that I needed to enroll. Yeah. I mean, we do offer insurance for TRC Staffing but what I'm saying is TRC Staffing might have multiple benefits administers. Okay. The plans that we offer, um, they're not through Blue Cross. Okay. What is uh, uh, what is it? The 360 Degrees? So we work with, uh, a insurance carrier called 90 Degree Benefits. Mm-hmm. We also work with American Public Life and then MetLife. And what does the 90 Degree, uh, Insurance, uh, what does, what type of coverages do they have? So the plan that they do is the StayHealthy MEC TeleRx. Um, so that is specifically for, like, preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings. Mm-hmm. Um, at 100%, but it mainly just covers your preventative care. Okay. Now that plan does also come with a subscription of FreeRx, which is a prescription plan. Mm-hmm. And then it also comes with virtual urgent care. Okay. Um, now we have another plan called the StayHealthy MEC Enhance, which this plan is a combination of two different insurance carriers. The preventative care would be through 90

Degree Benefits and then, um, you know, the non-preventative care benefits, like example hospitalization, that would be through American Public Life. So this plan is- Okay. ... like a combination of two different carriers. Okay. Hmm. Um- That's weird 'cause I know mine doesn't kick in, I think, until April 1st she told me. Yeah. I, I think you, I, I think what's happening is that TRC has multiple benefit administrators that offer- Yeah. ... different plans and you may have signed up for a plan with a different administrator. Okay. Okay. Okay. So, and then, um, and if I needed to sign up with you all then I can still sign up with this plan too, as far as the preventative, correct? Yeah. I mean, we offer different medical plans that's, you know, it, it, we don't just offer preventative medical. We offer a couple different medical plans. I was just telling you the ones that are associated with 90 Degree Benefits. Oh, okay. Okay. Um, but if you decide to get enrolled into the benefits that we offer for your employer, um, it looks like you have until the 14th of February. Uh-huh. Um, and what I can do is I can email you a copy of the benefits guide that goes over all the plans that we offer, what they cover and how much they cost. Okay. Yeah. Yeah 'cause I definitely need a medical plan. That's what I definitely need. Okay. Now, like I said, the, the plans that we cover is not considered major medical. So it's, um, not going to be comparable to major medical companies like Blue Cross Blue Shield or United Health. It's not going to- Mm-hmm. ... cover a large portion of the medical bills. Um, for the majority of the plans that we offer, they, they all work differently, but the majority of the plans that we offer, the insurance is gonna cover us that dollar amount, um- Right. ... for a certain amount of days, just depending on the benefit itself, and then you would pay the remainder of the bill. Okay. Okay. So I'll send all that information to your email, and then I would just reach out to your employer, um, directly to verify. I will. Yes, ma'am. And, um- Cool for now. Yeah. Yes, ma'am. Um, and I have to- All right. ... say again it looks like you have until the 14th of February. Okay. Good deal. Thank you. You're welcome. Have a good day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Ms. Victoria. How you doing? My name is Alanda Sylvester, and I'm calling to make sure I, I'm set up for my benefits. I know I did it over the phone but I just want to make sure because I got something from TRC Staffing saying that you haven't picked your health benefits, enroll now. But I just want to make sure mine is, everything's good with mine.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 8750.

Speaker speaker_1: Okay. And first name is Alanda, last name is Sylvester?

Speaker speaker_2: That is me. Yes, ma'am.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: 10264, date of birth, and fo- address is 11506 Henley, H-E-N-L-E-Y, Drive, Houston, Texas 77064.

Speaker speaker_1: Okay. Phone number 832-909-7926?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is asylve38@msn.com?

Speaker speaker_2: Yeah. V as in Victor, right?

Speaker speaker_1: Uh, yes, ma'am. Mm-hmm.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: So, let's just see.

Speaker speaker_2: Um, I should be finished. I just want to make sure though. Just make sure I ain't missed nothing.

Speaker speaker_1: Yeah. I don't actually see that you're enrolled into anything on my end.

Speaker speaker_2: No? I went through some process with the lady, uh, for, uh, a PPO insurance? Or what is this, something different?

Speaker speaker_1: So this is, uh, the medical insurance being offered through, uh, TRC Staffing.

Speaker speaker_2: I, I thought that's what I enrolled in when I talked to this lady, and I thought it was a PPO insurance I enrolled in. If not, I need to enroll.

Speaker speaker_1: Do you know the name of the plan that you chose?

Speaker speaker_2: I chose, um... Did she say Blue Cross Blue Shield maybe, PPO? I think?

Speaker speaker_1: Okay, I think you might want to reach out to your employer 'cause they might have a different benefits administer. Um, the plans that we offer, uh, for them is not major medical insurance, so, so we don't have Blue Cross Blue Shield. Uh, the major insurance companies we work with is American Public Life, MetLife and, uh, 90 Degree Benefits.

Speaker speaker_2: Okay. Um...

Speaker speaker_1: So it's possible that TRC Staffing has a different benefits administer that offers that plan you signed up for.

Speaker speaker_2: Well, no. My thing is they just sent me a email. That's why I'm calling them. They sent me this number that I needed to enroll.

Speaker speaker_1: Yeah. I mean, we do offer insurance for TRC Staffing but what I'm saying is TRC Staffing might have multiple benefits administrators.

Speaker speaker_2: Okay.

Speaker speaker_1: The plans that we offer, um, they're not through Blue Cross.

Speaker speaker_2: Okay. What is uh, uh, what is it? The 360 Degrees?

Speaker speaker_1: So we work with, uh, a insurance carrier called 90 Degree Benefits.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We also work with American Public Life and then MetLife.

Speaker speaker_2: And what does the 90 Degree, uh, Insurance, uh, what does, what type of coverages do they have?

Speaker speaker_1: So the plan that they do is the StayHealthy MEC TeleRx. Um, so that is specifically for, like, preventative healthcare, so it covers things like yearly physicals, vaccinations and preventative screenings.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, at 100%, but it mainly just covers your preventative care.

Speaker speaker_2: Okay.

Speaker speaker_1: Now that plan does also come with a subscription of FreeRx, which is a prescription plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then it also comes with virtual urgent care.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now we have another plan called the StayHealthy MEC Enhance, which this plan is a combination of two different insurance carriers. The preventative care would be through 90 Degree Benefits and then, um, you know, the non-preventative care benefits, like example hospitalization, that would be through American Public Life. So this plan is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... like a combination of two different carriers.

Speaker speaker_2: Okay. Hmm.

Speaker speaker_1: Um-

Speaker speaker_2: That's weird 'cause I know mine doesn't kick in, I think, until April 1st she told me.

Speaker speaker_1: Yeah. I, I think you, I, I think what's happening is that TRC has multiple benefit administrators that offer-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... different plans and you may have signed up for a plan with a different administer.

Speaker speaker_2: Okay. Okay. Okay. So, and then, um, and if I needed to sign up with you all then I can still sign up with this plan too, as far the preventative, correct?

Speaker speaker_1: Yeah. I mean, we offer different medical plans that's, you know, it, it, we don't just offer preventative medical. We offer a couple different medical plans. I was just telling you the ones that are associated with 90 Degree Benefits.

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: Um, but if you decide to get enrolled into the benefits that we offer for your employer, um, it looks like you have until the 14th of February.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, and what I can do is I can email you a copy of the benefits guide that goes over all the plans that we offer, what they cover and how much they cost.

Speaker speaker_2: Okay. Yeah. Yeah 'cause I definitely need a medical plan. That's what I definitely need.

Speaker speaker_1: Okay. Now, like I said, the, the plans that we cover is not considered major medical. So it's, um, not going to be comparable to major medical companies like Blue Cross Blue Shield or United Health. It's not going to-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... cover a large portion of the medical bills. Um, for the majority of the plans that we offer, they, they all work differently, but the majority of the plans that we offer, the insurance is gonna cover us that dollar amount, um-

Speaker speaker_2: Right.

Speaker speaker_1: ... for a certain amount of days, just depending on the benefit itself, and then you would pay the remainder of the bill.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: So I'll send all that information to your email, and then I would just reach out to your employer, um, directly to verify.

Speaker speaker_2: I will. Yes, ma'am.

Speaker speaker_1: And, um-

Speaker speaker_2: Cool for now.

Speaker speaker_1: Yeah. Yes, ma'am. Um, and I have to-

Speaker speaker_2: All right.

Speaker speaker_1: ... say again it looks like you have until the 14th of February.

Speaker speaker_2: Okay. Good deal. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.