

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Um, my name is Michelle Lee. I work for ATC and I was trying to enroll in my health plan for the year. Okay. What, uh, what's the last four of your social so I can locate your file, ma'am? Um, 6567. Thank you. And then, can you verify your address and your date of birth, please? Um, 15701 Kirsten Street, Taylor, Michigan, 48180. Date of birth, 20/02/1972. Thank you. And then we have a phone on file for you at 512-9003. Is that correct? Yes. All right. I'm showing it looks like we have your enrollment set up to VIP+, dental, vision, accident, illness, short-term disability, and life, all on employee only. Were you looking to make any changes? Um, what... The insurance, on the insurance, what, what, what kind of insurance is that? Is it a better plan I can get? Um, let's see here. So I show that you're enrolled into the VIP+ plan, which is the lower level of the two VIP plans. Mm-hmm. Um, as far as the differences between them though, really the only big differences, um, let's see here, surgery benefits are doubled and then, um, other benefits are increased slightly as well. Emergency room, urgent care, physician's office, they go from \$100 coverage to \$150 coverage. Um, as far as price difference, it goes from 31.71 a week to 43.41 a week, so about a \$12 jump. Um, if, if I were to add, um, another person to that insurance, how much would it be? Uh, to the insurance that you already have, or also upgrading to the VIP Prime plan as well? Um, you said it's pretty much the same whether I upgrade or not, right? So, there are some differences, the biggest one being surgery. But, um, other benefits like ER, urgent care and standard doctor visits, they do increase a little bit. Um, go from 100 to 150 for all three of those. And, um, if I... Well, if I stay with the plan I, I'm on and I added somebody to it- Uh, let's see here. ... how much would it be to add a family member? Um, is it gonna be... Who is it? Spouse or child? Child. Child. One moment. So if we were to do child, now this will require that they are added on to everything, um, just because of how ATC's plans work. Mm-hmm. Give me just a moment to see what the cost for all of that would be. Uh, so if you were to, uh, stay at the plan that you have and add a child to everything, it'd be \$80.64 per week. Okay. And I'm already paying how much a week? Currently you're at \$49.51 per week. Okay. Um, I'ma just keep my plan like it is. All right then. With that stuff. Anything else? That's all. All right. Well, if that's everything, thanks again for calling and have a wonderful day. C- Um, one thing. Okay. Um, could you... They sent me cards out. Uh, let's see here. Yeah, we can, uh... You just need new physical copies of your cards? Uh-huh. Yeah, we can, we can request those be sent out to you. Those should arrive in about 7 to 10 business days. Okay. Okay. Thank you. You're welcome. Anything else? No, that's all. All right. Thanks again for calling and have a wonderful day. You too. Thanks. Bye-bye. You're welcome. And bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, my name is Michelle Lee. I work for ATC and I was trying to enroll in my health plan for the year.

Speaker speaker_1: Okay. What, uh, what's the last four of your social so I can locate your file, ma'am?

Speaker speaker_2: Um, 6567.

Speaker speaker_1: Thank you. And then, can you verify your address and your date of birth, please?

Speaker speaker_2: Um, 15701 Kirsten Street, Taylor, Michigan, 48180. Date of birth, 20/02/1972.

Speaker speaker_1: Thank you. And then we have a phone on file for you at 512-9003. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I'm showing it looks like we have your enrollment set up to VIP+, dental, vision, accident, illness, short-term disability, and life, all on employee only. Were you looking to make any changes?

Speaker speaker_2: Um, what... The insurance, on the insurance, what, what, what kind of insurance is that? Is it a better plan I can get?

Speaker speaker_1: Um, let's see here. So I show that you're enrolled into the VIP+ plan, which is the lower level of the two VIP plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, as far as the differences between them though, really the only big differences, um, let's see here, surgery benefits are doubled and then, um, other benefits are increased slightly as well. Emergency room, urgent care, physician's office, they go from \$100 coverage to \$150 coverage. Um, as far as price difference, it goes from 31.71 a week to 43.41 a week, so about a \$12 jump.

Speaker speaker_2: Um, if, if I were to add, um, another person to that insurance, how much would it be?

Speaker speaker_1: Uh, to the insurance that you already have, or also upgrading to the VIP Prime plan as well?

Speaker speaker_2: Um, you said it's pretty much the same whether I upgrade or not, right?

Speaker speaker_1: So, there are some differences, the biggest one being surgery. But, um, other benefits like ER, urgent care and standard doctor visits, they do increase a little bit. Um, go from 100 to 150 for all three of those.

Speaker speaker_2: And, um, if I... Well, if I stay with the plan I, I'm on and I added somebody to it-

Speaker speaker_1: Uh, let's see here.

Speaker speaker_2: ... how much would it be to add a family member?

Speaker speaker_1: Um, is it gonna be... Who is it? Spouse or child?

Speaker speaker_2: Child.

Speaker speaker_1: Child. One moment. So if we were to do child, now this will require that they are added on to everything, um, just because of how ATC's plans work.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Give me just a moment to see what the cost for all of that would be. Uh, so if you were to, uh, stay at the plan that you have and add a child to everything, it'd be \$80.64 per week.

Speaker speaker_2: Okay. And I'm already paying how much a week?

Speaker speaker_1: Currently you're at \$49.51 per week.

Speaker speaker_2: Okay. Um, I'ma just keep my plan like it is.

Speaker speaker_1: All right then.

Speaker speaker_2: With that stuff.

Speaker speaker_1: Anything else?

Speaker speaker_2: That's all.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_2: C- Um, one thing.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, could you... They sent me cards out.

Speaker speaker_1: Uh, let's see here. Yeah, we can, uh... You just need new physical copies of your cards?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Yeah, we can, we can request those be sent out to you. Those should arrive in about 7 to 10 business days.

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thanks. Bye-bye.

Speaker speaker_1: You're welcome. And bye now.