

## 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 on a Card. This is Chris. How can I help you today? Uh, I- I- I need some insurance. You're looking to enroll? Yep. Okay. What staffing company do you work with? Uh, Doherty Staffing. Doherty Staffing? Okay. And last part of your social? Yep, and it's 1012. Thank you. Your first and last name? Uh, William Mertz, M-E-R-Z. Thank you. Mr. Mertz, could you verify your address and date of birth for me please? It's 8142 Pillsbury, Bloomington, Minnesota 55420. Okay. And your date of birth, sir? 6/26/67. Thank you. We have a phone number on file of -212-3254. Is that correct? Yep. All right. Okay, and did you have an idea of what kind of insurance you wanted to enroll into from Doherty Staffing? Um, med- medical and dental. Medical and dental. My- my- my- my visit too. That's not that much, is it? Uh, okay. So is it all for just yourself? Yep, just me. Okay. Now, for medical you've got three options. You've got the Stay Healthy Plan for preventative care services only. It's only good for things like physicals, vaccines and cancer screenings, but will not cover any sort of sickness or injury type visits. Um, so it's any sort of doctor's visits or hospital visits for that would not be covered. Um, there's also the VIP Standard Plan which will cover those visits for if you're sick or if you're injured or anything like that. However, that plan does not cover any preventative care services, so under VIP you would not be able to get like a physical or a cancer screening or anything like that. And then finally, there's a plan called the MEC Enhanced Plan which is kind of a combination plan. It'll cover both the preventative care services as well as the, uh, standard doctor's and hospital visits for sickness or injury. Uh, which one of those did you want? Well, what- what- what's the- what's the one you said the last one? What's the last three? The- the- the final one was the Stay Healthy Enhanced Plan. That is the combination plan that will cover both preventative services like, uh, like physicals, vaccines and cancer screenings, as well as standard doctor's visits for sickness or injury. What would that cost me? Uh, that for just yourself is \$42.68 per week for just the medical. Um, dental is \$3.38 a week and vision is \$1.99 a week which totals between these three plans for \$48.05 per week if you wanted to move forward with that. Uh, yeah. Probably, probably need to do that. Yeah. All right. So \$48.05 for those- for those three plans. Do you authorize Doherty to make those deductions? Yep. All right. It's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when the policy becomes effective. ID cards will arrive about a week or two after that effective date. Okay? Okay. All right. Well, is there anything else I can help you with? Um, that should do it. Um, so, um, med... Uh, how- how- how- how about the teeth? What does that cover under teeth, dental? What- what exactly does the dental cover? Is that what you're asking? Yeah. Yeah, pretty much. Yeah. Okay. Uh, preventative services like routine cleanings are covered at 100% with

no deductible requirement. And basic services like simple extractions, cavity fillings and x-rays are covered at 80% after you've met a \$50.00 deductible. Um, major services such as surgeries, root canals or crowns, those kinds of services are not covered by the dental plan. Got it. All right. Okay, cool. All right. Anything else? That should do it. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, I- I- I need some insurance.

Speaker speaker\_1: You're looking to enroll?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, Doherty Staffing.

Speaker speaker\_1: Doherty Staffing? Okay. And last part of your social?

Speaker speaker\_2: Yep, and it's 1012.

Speaker speaker\_1: Thank you. Your first and last name?

Speaker speaker\_2: Uh, William Mertz, M-E-R-Z.

Speaker speaker\_1: Thank you. Mr. Mertz, could you verify your address and date of birth for me please?

Speaker speaker\_2: It's 8142 Pillsbury, Bloomington, Minnesota 55420.

Speaker speaker\_1: Okay. And your date of birth, sir?

Speaker speaker\_2: 6/26/67.

Speaker speaker\_1: Thank you. We have a phone number on file of -212-3254. Is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. Okay, and did you have an idea of what kind of insurance you wanted to enroll into from Doherty Staffing?

Speaker speaker\_2: Um, med- medical and dental.

Speaker speaker\_1: Medical and dental.

Speaker speaker\_2: My- my- my- my visit too. That's not that much, is it?

Speaker speaker\_1: Uh, okay. So is it all for just yourself?

Speaker speaker\_2: Yep, just me.

Speaker speaker\_1: Okay. Now, for medical you've got three options. You've got the Stay Healthy Plan for preventative care services only. It's only good for things like physicals, vaccines and cancer screenings, but will not cover any sort of sickness or injury type visits. Um, so it's any sort of doctor's visits or hospital visits for that would not be covered. Um, there's also the VIP Standard Plan which will cover those visits for if you're sick or if you're injured or anything like that. However, that plan does not cover any preventative care services, so under VIP you would not be able to get like a physical or a cancer screening or anything like that. And then finally, there's a plan called the MEC Enhanced Plan which is kind of a combination plan. It'll cover both the preventative care services as well as the, uh, standard doctor's and hospital visits for sickness or injury. Uh, which one of those did you want?

Speaker speaker\_2: Well, what- what- what's the- what's the one you said the last one? What's the last three?

Speaker speaker\_1: The- the- the final one was the Stay Healthy Enhanced Plan. That is the combination plan that will cover both preventative services like, uh, like physicals, vaccines and cancer screenings, as well as standard doctor's visits for sickness or injury.

Speaker speaker\_2: What would that cost me?

Speaker speaker\_1: Uh, that for just yourself is \$42.68 per week for just the medical. Um, dental is \$3.38 a week and vision is \$1.99 a week which totals between these three plans for \$48.05 per week if you wanted to move forward with that.

Speaker speaker\_2: Uh, yeah. Probably, probably need to do that. Yeah.

Speaker speaker\_1: All right. So \$48.05 for those- for those three plans. Do you authorize Doherty to make those deductions?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. It's gonna take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when the policy becomes effective. ID cards will arrive about a week or two after that effective date. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I can help you with?

Speaker speaker\_2: Um, that should do it. Um, so, um, med... Uh, how- how- how- how about the teeth? What does that cover under teeth, dental?

Speaker speaker\_1: What- what exactly does the dental cover? Is that what you're asking?

Speaker speaker\_2: Yeah. Yeah, pretty much. Yeah.

Speaker speaker\_1: Okay. Uh, preventative services like routine cleanings are covered at 100% with no deductible requirement. And basic services like simple extractions, cavity fillings and x-rays are covered at 80% after you've met a \$50.00 deductible. Um, major services such as surgeries, root canals or crowns, those kinds of services are not covered by the dental plan.

Speaker speaker\_2: Got it. All right. Okay, cool.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: That should do it. Thank you.

Speaker speaker\_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye now.