

## Transcript: Chris Sofield

(deactivated)-5497721066930176-6534237738287104

### Full Transcript

Thank you for calling Benefits on Card. This is Chris. How can I help you today? Yeah, hello. My name is, um, Maria Obadeye from Versatella. Okay, and how can I help you? Yeah, I was applying for insurance, so I was sent this number to call. Okay, so you're looking to enroll in a insurance? Yes, health insurance. Okay, what staffing company do you work with, ma'am? Versatella ASG. Sorry, what's the name of the staffing company? Versatella Agency, staffing agency. Previously named- Can you spell s- ... the ASG, ASG. Can you spell that for me? I think I'm having a hard time telling what it is you're trying to s- you're saying. Okay, let me call you, spell it for you. V-E-R- V-E-R? Yes. S-T- S-T- ... E-L-A. E-L... Okay, Versatella. Okay. My apologies. Yeah. Like I said, I was, I was having some, some trouble understanding- Mm-hmm. ... what it is that you were saying. Um- Oh, okay..... And then, the last... And then, the, uh... No, it's fine. And then the last four of your Social? 9424. 9424, you said? Yes. Okay. And then, uh, and then sorry, uh, I... You may have said it earlier, but I, I may have missed it. What, what's the last name again? Obadeye. Okay, thank you. Miss Obadeye, could you verify your address and your date of birth for me, please? Okay, 2664 Apple Car Drive. And my birth date of birth is, uh, October 15th, 1998. Okay, and what was the rest of the address? I didn't catch that. The city, state and zip? Okay, 2664, 2664- And, yeah- ... Apple Car Drive. Yes, ma'am. Um, the, the rest of the address. I need the city, state and zip code as well. Okay, 46234. 46234, okay, thank you. And what city and state is that, ma'am? Indianapolis. Indianapolis and the, and the state. I need that as well. I need the full thing. Oh, oh, Indiana. Thank you. Yes, thanks. Okay. And then we have a phone number on file of 317-217-8417. Is that correct? Yes, correct. Okay. And did you have an idea of what kind of insurance you wanted to enroll into from Versatella? Um, health insurance, just personal health insurance. Just medical insurance? Okay. Yes, yes. So you have... So you have three options for that. There is a plan called the MEC Plan, which is... which covers, um, preventative care services. So things like physicals, vaccines, cancer screenings and services like that. But it does- Okay. ... not cover doctor visits if you get sick or injured. Mm-hmm. Those are not covered by the StayHealthy Plan. Okay. Um, then there's the VIP plans. There's the Standard and Plus bundles. Uh, these plans will cover those doctor's visits and hospital visits if you get sick or if injured, but they do not cover those preventative services. So you can't get- Okay. ... uh, so you would not be able to get, like, that vaccine or that physical or anything like that. Now, if you want- Okay. ... if you want, you can enroll into both at the same time, if you feel like you need both types of benefits. Okay. So, so what options do I have? I have to pick one? I want, I want to know the amount that will be deducted from my check every week. So the preventative only option, the s- uh, the StayHealthy MEC plans, that is \$17.96 per week. How much? 17- And then there's- 17? ... seven, 17, 1-7- Okay. Okay, okay. ... \$0.96 per week. Okay. All right, so, uh, so then the next is the VIP Standard, which is-

Okay. ... \$23.02 per week. Okay. And then, finally, there's the VIP+, which is \$36.97 per week. Okay. Okay, so I have a question. So does this cover, uh, for surgeries and operations? Or just basic- Only the two, only the two VIP plans, the \$23 and the \$36 plans will cover those kinds of services. Okay. Yeah. So with the 20... Okay, I want to go for the \$23, so insurance, so what does that cover? That will cover things like, like doctor's visits, hospital visits- Okay. ... emergency room, surgeries- Okay. ... urgent care. Okay. Okay. Services like that. Oh, okay, okay. Okay, I'll, I'll, I'll, I'll go for the \$23. Okay. Um, was there anything else you wanted to enroll into? N- no. Okay. Just medical insurance, yes. Okay. So again, that is \$23.02 per week. Uh, do you- Okay. ... uh, do you authorize Versatella to make those deductions? Yes, I authorize. All right, so it's going to take 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 policies become effective. You should get the- Okay. ... ID card for the plan about a week or two after that effective date, okay? Okay, okay. All right. Was there anything else I could help you with? Uh, no, no, that's all. All right, thank you again for calling Benefits- So I'm gonna get a, a mail, uh, card in two weeks? That... Uh, as I stated, it'll take one to two weeks after the effective date, which the policy's effective date is the Monday after the first deduction. Okay, okay. Thank you very much. And any... You're welcome. Yes. Anything else? All right, no, that's all. All right, thanks again for calling and have a wonderful day. All right, and you too. Thank you. You're welcome. Bye now. Yeah.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yeah, hello. My name is, um, Maria Obadeye from Versatella.

Speaker speaker\_0: Okay, and how can I help you?

Speaker speaker\_1: Yeah, I was applying for insurance, so I was sent this number to call.

Speaker speaker\_0: Okay, so you're looking to enroll in a insurance?

Speaker speaker\_1: Yes, health insurance.

Speaker speaker\_0: Okay, what staffing company do you work with, ma'am?

Speaker speaker\_1: Versatella ASG.

Speaker speaker\_0: Sorry, what's the name of the staffing company?

Speaker speaker\_1: Versatella Agency, staffing agency. Previously named-

Speaker speaker\_0: Can you spell s-

Speaker speaker\_1: ... the ASG, ASG.

Speaker speaker\_0: Can you spell that for me? I think I'm having a hard time telling what it is you're trying to s- you're saying.

Speaker speaker\_1: Okay, let me call you, spell it for you. V-E-R-

Speaker speaker\_0: V-E-R?

Speaker speaker\_1: Yes. S-T-

Speaker speaker\_0: S-T-

Speaker speaker\_1: ... E-L-A.

Speaker speaker\_0: E-L... Okay, Versatella. Okay. My apologies.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Like I said, I was, I was having some, some trouble understanding-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... what it is that you were saying. Um-

Speaker speaker\_1: Oh, okay.....

Speaker speaker\_0: And then, the last... And then, the, uh... No, it's fine. And then the last four of your Social?

Speaker speaker\_1: 9424.

Speaker speaker\_0: 9424, you said?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, uh, and then sorry, uh, I... You may have said it earlier, but I, I may have missed it. What, what's the last name again?

Speaker speaker\_1: Obadeye.

Speaker speaker\_0: Okay, thank you. Miss Obadeye, could you verify your address and your date of birth for me, please?

Speaker speaker\_1: Okay, 2664 Apple Car Drive. And my birth date of birth is, uh, October 15th, 1998.

Speaker speaker\_0: Okay, and what was the rest of the address? I didn't catch that. The city, state and zip?

Speaker speaker\_1: Okay, 2664, 2664-

Speaker speaker\_0: And, yeah-

Speaker speaker\_1: ... Apple Car Drive.

Speaker speaker\_0: Yes, ma'am. Um, the, the rest of the address. I need the city, state and zip code as well.

Speaker speaker\_1: Okay, 46234.

Speaker speaker\_0: 46234, okay, thank you. And what city and state is that, ma'am?

Speaker speaker\_1: Indianapolis.

Speaker speaker\_0: Indianapolis and the, and the state. I need that as well. I need the full thing.

Speaker speaker\_1: Oh, oh, Indiana.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Yes, thanks.

Speaker speaker\_0: Okay. And then we have a phone number on file of 317-217-8417. Is that correct?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. And did you have an idea of what kind of insurance you wanted to enroll into from Versatella?

Speaker speaker\_1: Um, health insurance, just personal health insurance.

Speaker speaker\_0: Just medical insurance? Okay.

Speaker speaker\_1: Yes, yes.

Speaker speaker\_0: So you have... So you have three options for that. There is a plan called the MEC Plan, which is... which covers, um, preventative care services. So things like physicals, vaccines, cancer screenings and services like that. But it does-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... not cover doctor visits if you get sick or injured.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Those are not covered by the StayHealthy Plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, then there's the VIP plans. There's the Standard and Plus bundles. Uh, these plans will cover those doctor's visits and hospital visits if you get sick or if injured, but they do not cover those preventative services. So you can't get-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... uh, so you would not be able to get, like, that vaccine or that physical or anything like that. Now, if you want-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if you want, you can enroll into both at the same time, if you feel like you need both types of benefits.

Speaker speaker\_1: Okay. So, so what options do I have? I have to pick one? I want, I want to know the amount that will be deducted from my check every week.

Speaker speaker\_0: So the preventative only option, the s- uh, the StayHealthy MEC plans, that is \$17.96 per week.

Speaker speaker\_1: How much? 17-

Speaker speaker\_0: And then there's-

Speaker speaker\_1: 17?

Speaker speaker\_0: ... seven, 17, 1-7-

Speaker speaker\_1: Okay. Okay, okay.

Speaker speaker\_0: ... \$0.96 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, so, uh, so then the next is the VIP Standard, which is-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... \$23.02 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then, finally, there's the VIP+, which is \$36.97 per week.

Speaker speaker\_1: Okay. Okay, so I have a question. So does this cover, uh, for surgeries and operations? Or just basic-

Speaker speaker\_0: Only the two, only the two VIP plans, the \$23 and the \$36 plans will cover those kinds of services.

Speaker speaker\_1: Okay. Yeah. So with the 20... Okay, I want to go for the \$23, so insurance, so what does that cover?

Speaker speaker\_0: That will cover things like, like doctor's visits, hospital visits-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... emergency room, surgeries-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... urgent care.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Services like that.

Speaker speaker\_1: Oh, okay, okay. Okay, I'll, I'll, I'll, I'll go for the \$23.

Speaker speaker\_0: Okay. Um, was there anything else you wanted to enroll into?

Speaker speaker\_1: N- no.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Just medical insurance, yes.

Speaker speaker\_0: Okay. So again, that is \$23.02 per week. Uh, do you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... uh, do you authorize Versatella to make those deductions?

Speaker speaker\_1: Yes, I authorize.

Speaker speaker\_0: All right, so it's going to take 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 policies become effective. You should get the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... ID card for the plan about a week or two after that effective date, okay?

Speaker speaker\_1: Okay, okay.

Speaker speaker\_0: All right. Was there anything else I could help you with?

Speaker speaker\_1: Uh, no, no, that's all.

Speaker speaker\_0: All right, thank you again for calling Benefits-

Speaker speaker\_1: So I'm gonna get a, a mail, uh, card in two weeks?

Speaker speaker\_0: That... Uh, as I stated, it'll take one to two weeks after the effective date, which the policy's effective date is the Monday after the first deduction.

Speaker speaker\_1: Okay, okay. Thank you very much.

Speaker speaker\_0: And any... You're welcome.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Anything else?

Speaker speaker\_1: All right, no, that's all.

Speaker speaker\_0: All right, thanks again for calling and have a wonderful day.

Speaker speaker\_1: All right, and you too. Thank you.

Speaker speaker\_0: You're welcome. Bye now.

Speaker speaker\_1: Yeah.