

Transcript: Chris Sofield

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Marcus Keys? This is him. Hi, Mr. Keys. My name is Chris. I'm with Benefits in a Card calling on behalf of Versella Employment, um, returning a voicemail you left with us over the weekend. Yeah. Yeah, I'm tryin'... I'm tryin' to see what... what's when I enroll into the benefits plan, what all it consists of and how much it'd be take in a month, I mean a week out of my check for it and all that stuff. Okay. Yeah, we can look into that for you. Before we continue, this call is being recorded for quality assurance and training purposes. Um, as far as what all it consists of, um, Versella offers couple of different options. They offer, um, benefits for medical, dental, vision, uh, life insurance and, uh, short-term disability and identity protection. Um, as far as cost, it all depends on what combination of plans you select. Okay. As well as, um, how many people you're covering on the plan. Well, because let me, let me, let me propose what I need then. All I need is health and I need dental. Medical and dental. Okay. Yeah. Dental's pretty, dental's pretty straightforward. You've got, um... you've got... it's \$3 and... no. Second question, is it for just yourself or are you covering anyone else? Just me. Just me. Just you. Just me. Got it, got it, got it. All right. Dental's pretty straightforward, \$3.63 a week. Medical, you got... Okay. You got a couple options. Um, you've got the Stay Healthy preventive care plan. This plan will cover things like physicals, vaccines, cancer screenings and things like that only, um, as well as providing preventat-... oh, sorry. As well as providing prescription coverage through a program called FreeRx, where if it... if it's a covered medication under FreeRx, it's completely free to you. That plan is \$17.96 a week. Um, however, the thing is that that does not cover any sort of standard doctor's visits or hospital visits. So, like, sickness or injury visits are not covered under that plan. Um, but- But I'll still be able to... but what you're telling me is I'll still be able to go to the hospital and see what's wrong, because last week, man, I, I, I fainted, man, and I need to find out what's going on. Right. So, so if it's treatment, then the preventive care only plan is not going to do anything towards that. Um, that would be- It's just going- Yeah. That's going to be good for, like, your physicals, your vaccines, um, things like that. Um, that's all that's good for. Uh, the other plans available, there's two... there's two others available, the VIP Standard bundle and the VIP+ bundle. These both will cover more along the lines of those treatment services, so like doctor's visits, hospital visits, um, things like that. They also- How much- They also- Sorry, go ahead. Sorry, what's that? I'm sorry for cutting you off. I'm sorry for cutting you off. I was going to ask you how much is that plan? No, you're fine. Um, so depends on which one you select. VIP Standard is, uh, \$23.02 a week. VIP+ is \$36.97 a week. Um, these plans, they cover, like I said, those doctor's visits, those hospital visits, along with including a Teladoc service and, uh, and, um, behavioral health or therapy services. Uh, the difference between them is that Plus is going to cover more towards everything than

Standard will pretty much. Um, every, all benefits are more or less doubled. Okay. Well, well, this, this, this what I want, man. I want the health plan thing where, you know, sending... what was it, \$27 a week where you... where I can go to the doctor and find out what's going on with me, then I can, I can assess it from there, you know what I'm saying? Because I don't know, it might not be nothing, you know? Nice. And, uh... so, uh, I want that plan and I want that dental plan. Got it. So the \$23 medical plan and then dental for \$3.63, and then just those two? Yes. All right. Total between these two is \$26.65 per week. Do we authorize Versella to make these deductions? Yes, you can. All right. So how does it work now? You guys send me a medical card or something? Yeah. Uh, so I'll get into that. Uh, so it'll take about one to two weeks for everything to process. Once everything processes, you'll start seeing those deductions coming out of your checks. The Monday following that first deduction is when the policies become effective. ID cards will typically arrive about a week or two after that effective date. Now, if you need to use the pre- the services b- uh, after the policy has gone into effect, but before you receive the ID card, you're more than welcome to either give us a call to check to see if digital copies are available, or have the doctor give us a call to verify eligibility, whichever needs to happen. Okay? All right. All right then. Mr. Keys, was there anything else I could help you with? Uh, that'll be everything, man. All right then. Well, if that's everything, thanks again for taking the time to speak with me. You have a wonderful day and merry Christmas. Okay. I'll get all this on re- record when you send me the stuff and it tell me exactly what my plan is and what it covers, right? Uh, yeah, we can send you an enrollment confirmation that goes over all of that. Uh, can you just confirm... we got your email on file, juniorkeys8@gmail.com? Yeah. Yeah, we'll send an enrollment confirmation to you. You should receive that before end of business today. All right. Thank you. No problem. Anything else? No, that's it. All right. Thanks again for calling and have a wonderful day. Yeah.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello, good afternoon. Can I speak with Marcus Keys?

Speaker speaker_0: This is him.

Speaker speaker_2: Hi, Mr. Keys. My name is Chris. I'm with Benefits in a Card calling on behalf of Versella Employment, um, returning a voicemail you left with us over the weekend.

Speaker speaker_0: Yeah. Yeah, I'm tryin'... I'm tryin' to see what... what's when I enroll into the benefits plan, what all it consists of and how much it'd be take in a month, I mean a week out of my check for it and all that stuff.

Speaker speaker_2: Okay. Yeah, we can look into that for you. Before we continue, this call is being recorded for quality assurance and training purposes. Um, as far as what all it consists of, um, Versella offers couple of different options. They offer, um, benefits for medical, dental, vision, uh, life insurance and, uh, short-term disability and identity protection. Um, as far as

cost, it all depends on what combination of plans you select.

Speaker speaker_0: Okay.

Speaker speaker_2: As well as, um, how many people you're covering on the plan.

Speaker speaker_0: Well, because let me, let me, let me propose what I need then. All I need is health and I need dental.

Speaker speaker_2: Medical and dental. Okay.

Speaker speaker_0: Yeah.

Speaker speaker_2: Dental's pretty, dental's pretty straightforward. You've got, um... you've got... it's \$3 and... no. Second question, is it for just yourself or are you covering anyone else?

Speaker speaker_0: Just me. Just me.

Speaker speaker_2: Just you.

Speaker speaker_0: Just me.

Speaker speaker_2: Got it, got it, got it. All right. Dental's pretty straightforward, \$3.63 a week. Medical, you got...

Speaker speaker_0: Okay.

Speaker speaker_2: You got a couple options. Um, you've got the Stay Healthy preventive care plan. This plan will cover things like physicals, vaccines, cancer screenings and things like that only, um, as well as providing preventat-... oh, sorry. As well as providing prescription coverage through a program called FreeRx, where if it... if it's a covered medication under FreeRx, it's completely free to you. That plan is \$17.96 a week. Um, however, the thing is that that does not cover any sort of standard doctor's visits or hospital visits. So, like, sickness or injury visits are not covered under that plan. Um, but-

Speaker speaker_0: But I'll still be able to... but what you're telling me is I'll still be able to go to the hospital and see what's wrong, because last week, man, I, I, I fainted, man, and I need to find out what's going on.

Speaker speaker_2: Right. So, so if it's treatment, then the preventive care only plan is not going to do anything towards that. Um, that would be-

Speaker speaker_0: It's just going-

Speaker speaker_2: Yeah. That's going to be good for, like, your physicals, your vaccines, um, things like that. Um, that's all that's good for. Uh, the other plans available, there's two... there's two others available, the VIP Standard bundle and the VIP+ bundle. These both will cover more along the lines of those treatment services, so like doctor's visits, hospital visits, um, things like that. They also-

Speaker speaker_0: How much-

Speaker speaker_2: They also-

Speaker speaker_0: Sorry, go ahead.

Speaker speaker_2: Sorry, what's that?

Speaker speaker_0: I'm sorry for cutting you off. I'm sorry for cutting you off. I was going to ask you how much is that plan?

Speaker speaker_2: No, you're fine. Um, so depends on which one you select. VIP Standard is, uh, \$23.02 a week. VIP+ is \$36.97 a week. Um, these plans, they cover, like I said, those doctor's visits, those hospital visits, along with including a Teladoc service and, uh, and, um, behavioral health or therapy services. Uh, the difference between them is that Plus is going to cover more towards everything than Standard will pretty much. Um, every, all benefits are more or less doubled.

Speaker speaker_0: Okay. Well, well, this, this, this what I want, man. I want the health plan thing where, you know, sending... what was it, \$27 a week where you... where I can go to the doctor and find out what's going on with me, then I can, I can assess it from there, you know what I'm saying? Because I don't know, it might not be nothing, you know?

Speaker speaker_2: Nice.

Speaker speaker_0: And, uh... so, uh, I want that plan and I want that dental plan.

Speaker speaker_2: Got it. So the \$23 medical plan and then dental for \$3.63, and then just those two?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. Total between these two is \$26.65 per week. Do we authorize Versella to make these deductions?

Speaker speaker_0: Yes, you can.

Speaker speaker_2: All right.

Speaker speaker_0: So how does it work now? You guys send me a medical card or something?

Speaker speaker_2: Yeah. Uh, so I'll get into that. Uh, so it'll take about one to two weeks for everything to process. Once everything processes, you'll start seeing those deductions coming out of your checks. The Monday following that first deduction is when the policies become effective. ID cards will typically arrive about a week or two after that effective date. Now, if you need to use the pre- the services b- uh, after the policy has gone into effect, but before you receive the ID card, you're more than welcome to either give us a call to check to see if digital copies are available, or have the doctor give us a call to verify eligibility, whichever needs to happen. Okay?

Speaker speaker_0: All right.

Speaker speaker_2: All right then. Mr. Keys, was there anything else I could help you with?

Speaker speaker_0: Uh, that'll be everything, man.

Speaker speaker_2: All right then. Well, if that's everything, thanks again for taking the time to speak with me. You have a wonderful day and merry Christmas.

Speaker speaker_0: Okay. I'll get all this on re- record when you send me the stuff and it tell me exactly what my plan is and what it covers, right?

Speaker speaker_2: Uh, yeah, we can send you an enrollment confirmation that goes over all of that. Uh, can you just confirm... we got your email on file, juniorkeys8@gmail.com?

Speaker speaker_0: Yeah.

Speaker speaker_2: Yeah, we'll send an enrollment confirmation to you. You should receive that before end of business today.

Speaker speaker_0: All right. Thank you.

Speaker speaker_2: No problem. Anything else?

Speaker speaker_0: No, that's it.

Speaker speaker_2: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_0: Yeah.