

Transcript: Chris Sofield

(deactivated)-6127184080060416-5819281011949568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, can I speak with Antorell Brooks? Hey, who is this? My name is Chris. I'm with Benefits and a Card calling on behalf of MAU. Is this Mr. Brooks? Yes, sir. All right, Mr. Brooks. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through MAU. Um, you had selected a couple of different medical policies that conflict with each other. You had selected both the combination of Stay Healthy NEC and the InSure Plus Enhanced Plan, as well as the Stay Healthy NEC Enhanced Plan, um, both of which kind of do the exact same things. Uh, we were just trying to verify which medical plan you truly wanted to enroll into. Okay. Uh, I've noticed that as well. When I was applying, it kind of wouldn't let me go back in, undo it, so I thought it was just a glitch with the process, but... Well, um, I honestly can't remember the difference in between those two plans. Okay, so there's the Stay Health... So of the two choices you did, you did the combination, which is, uh, Stay Healthy for \$9.46 for preventative care services only, and then InSure Plus Enhanced, which is f- uh, \$24.69 a week, uh, for the, for doctor's visits, hospital visits, thing, and prescriptions, things like that. And then you also s- and then the other option was the Stay Healthy Enhanced Plan, which is kind of a combination plan and combines the other two by itself for \$23.13 a week. Okay, um, I'll go with the last one, the 23 that combines both of them. Okay. All right, then. That is all we needed to know to be able to move forward with your enrollment. Did you have any questions for me? Um, are you able to look at anything else in regards to me, uh, signing up, like, tech, to see if I- No, sir. ... I don't Or if it's, uh, we only deal with insurance. Okay. Oh, well, one more quick. Do I have dental insurance? Do I Uh, you, you did select dental insurance. Yes, sir. Okay. All right. All right, then. Well, if that's everything, thank you for taking the time to speak with me and you have a wonderful day. Okay, you too. All right, bye now.

Conversation Format

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

Speaker speaker_1: Good afternoon, can I speak with Antorell Brooks?

Speaker speaker_2: Hey, who is this?

Speaker speaker_1: My name is Chris. I'm with Benefits and a Card calling on behalf of MAU. Is this Mr. Brooks?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, Mr. Brooks. Uh, before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out when you signed up to work through MAU. Um, you had selected a couple of different medical policies that conflict with each other. You had selected both the combination of Stay Healthy NEC and the InSure Plus Enhanced Plan, as well as the Stay Healthy NEC Enhanced Plan, um, both of which kind of do the exact same things. Uh, we were just trying to verify which medical plan you truly wanted to enroll into.

Speaker speaker_2: Okay. Uh, I've noticed that as well. When I was applying, it kind of wouldn't let me go back in, undo it, so I thought it was just a glitch with the process, but... Well, um, I honestly can't remember the difference in between those two plans.

Speaker speaker_1: Okay, so there's the Stay Health... So of the two choices you did, you did the combination, which is, uh, Stay Healthy for \$9.46 for preventative care services only, and then InSure Plus Enhanced, which is f- uh, \$24.69 a week, uh, for the, for doctor's visits, hospital visits, thing, and prescriptions, things like that. And then you also s- and then the other option was the Stay Healthy Enhanced Plan, which is kind of a combination plan and combines the other two by itself for \$23.13 a week.

Speaker speaker_2: Okay, um, I'll go with the last one, the 23 that combines both of them.

Speaker speaker_1: Okay. All right, then. That is all we needed to know to be able to move forward with your enrollment. Did you have any questions for me?

Speaker speaker_2: Um, are you able to look at anything else in regards to me, uh, signing up, like, tech, to see if I-

Speaker speaker_1: No, sir.

Speaker speaker_2: ... I don't

Speaker speaker_3: Or if it's, uh, we only deal with insurance.

Speaker speaker_2: Okay. Oh, well, one more quick. Do I have dental insurance? Do I

Speaker speaker_4: Uh, you, you did select dental insurance. Yes, sir.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right, then. Well, if that's everything, thank you for taking the time to speak with me and you have a wonderful day.

Speaker speaker_2: Okay, you too.

Speaker speaker_1: All right, bye now.