

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of TRC. We're currently processing an enrollment form that you filled out on March 25th for healthcare benefits. Um, um, it looks like you selected the VIP Plus and the Vision Plan for employee plus child. The reason for our call is that you didn't provide any of the child's information. So, we were wondering if you still wanted to include the child in those two plans or if you wanted to change it to employee unique. No, I did. Um, there wasn't enough space. I have four and it was saying use additional pages but, of course, it was by electronic. Okay. Um, if you want, I can go ahead and get their information. Okay. So, um, the first one is going to be A-D-R-I-L. Mm-hmm. Adrial. Um, same last name as mine, Terrell, T-E-R-R-E-L-L. Okay. And then, um- Oh. ... can I get, can I get the child's date of birth? Yes. 8/31/11. And then do you have their Social? If you don't, I can put zeros for now. Oh, God. And then you can call back later. Yeah. Like I do well enough knowing mine and my driver's license number. Okay. No, you're fine. And you can just call back whenever you have that. I'll put zeros for now in our system. Um- Okay. And then the second child? Is going to be Ameer. A-M-E-E-R. Mm-hmm. Same. Same last name. Okay. And, uh, it's 12/11/2012. Thank you. I'm gonna put zeros for him, too. And the next one is Aubrey. A-U-B-R-E-Y. Ooh, give me one second. I'm sorry. Okay. Okay. Aubrey T-R... And then, what is her birthday? It's 11/19/15. And the last one, um, her name is hyphenated, so it's A-I-Y-A... Mm-hmm. And, um, the hyphen and then it's P-A-M-A-R. I-A-M-A-R. And, uh, same last name- Ooh, hey- ... as her birthday. Wh- what was after the hyphen? I just wanna make sure it's correct. Oh, uh, it's Tamar, like the singer, Tamar Braxton. Okay. And her birthday is 8/31/20. And then, I just want to make sure that her name is correct. Could you fully spell it out, just so that I'm sure- Okay. ... that I got it correct? It's A-I-Y-A, and then that little dash. Mm-hmm. And then T-A-M-A-R. Okay. Thank you. Thank you, thank you. All right, I have them in there. Is there a- was there- is there an option for a digital on there? Did I check that? There is. Um, no. You only did the VIP Plus, which is the plan that covers a flat fee towards your urgent care, emergency room, doctor visits if sick. Um, it doesn't cover preventatives though, so it's only a hospital indemnity plan. You also selected Vision. That one has its copays, and they do offer Dental. Um, Dental for employee and children is \$9.30 weekly from your paycheck. Okay. Yeah, I- I'm just gonna click that as well. Okay. So I added that. Um, did you want to add anything else or did you just wanna do Dental, Vision and then your medical plan? Um, let me see. You said the- Just keep- ... the medical plan I chose was like preventative? Is there like a... No. ... extra health? So, it's only, it's only hospital indemnity, so it's only gonna cover your actual doctor visits. It doesn't cover preventative. So, it won't cover, like, your annual check-ups. It won't cover physical. It will not cover, like, um, STD and cancer screening, any mammograms, pap smears. That's not covered 'cause those are considered

preventative services. The one that's preventative is the MEC TELRS. That plan is only preventative, so it's only gonna cover your preventative services. That one is \$19.02 for employee plus child. Okay. I need that. 'Cause I'm getting, I'm getting to where, like, I know what I need to buy. Okay. Okay. So, I have the VIP Plus. That's \$51.46. That's your actual medical plan, the one that will cover your doctor visits for employee plus child. Dental for \$9.30 for employee plus child. Vision for \$4.95 for employee plus child. And then your preventative plan of \$19.02 for employee plus child, being a weekly deduction of \$84.73 from your paycheck. Okay. Um, I was gonna... Did you want me to give you some information regarding those two plans? Yes, please. Okay. So, for your preventative plan, you do have to stay with a network. So, you do only have to use their clinics and doctors to receive coverage. Um, a good... Once you become active, they mail out your cards and they give you the number that you can contact to find the provider. It does have benefits when it comes to your prescriptions through Aleve, and it offers a membership with FreeRx, which gives you access to cheaper generic medications and some of them are free. It also offers virtual urgent care, which offers medical assistance virtually with medical providers, but it is only, um, a preventative plan. Then for your VIP plan that you selected, that one doesn't require a network so you can be out of network and still be covered as long as a provider takes that insurance. Um, you also receive prescription benefits through Pharmaville and it also includes the..... It covers a flat fee towards your hospital indemnity plan. And dental, uh, preventative visits covered at a hundred percent. Something basic like cleansing of the teeth is covered at eighty percent. Basic risk or active is covered at eighty percent. X-rays are also covered at eighty percent and you have an annual maximum of five hundred dollars. With your dental plan you would have to pay a one-time deductible for the individual plan of fifty dollars and for the family plan of one fifty. Okay. Okay? All right. All right, so you'll allow Partners... I'm sorry, TRC to make the weekly deduction of \$84.73 for the selective plans. Yes. Please allow one or two weeks for your staffing agency to make the first deduction of the \$80.73 from your paycheck. Once you see that deduction come out of your check, the following Monday of that first deduction is when your plans become active, and in that first week or second week of active coverage you should be getting your cards. Okay. And you said that's- And you- ... \$84.73? Uh, yes. Let me just verify real quick. I believe so. Oh. Yes, \$84.73 weekly. Okay. All right. I just gotta make sure I heard that. All right. And then, um, if you have any questions or you need your cards before they actually get mailed out to you, you can just contact us and we'll send them electronically as well. Okay. Thank you. Yeah, for your VIP plan, normally that, that is the only plan that they don't send you a physical card, but once you become active if you do want a physical medical card for your VIP plus, you can just contact us once you become active and receive your first deduction and we can request it for the carrier to send down. So you should definitely be getting vision, dental first. Your vision and dental card first and your preventative. Okay. For the VIP, the medical one, you do have to request it. So we would, you would have to call in and request and then you'll get that one a little bit later. But we can definitely send it to you electronically as well. Okay, thank you. You're welcome. Have a nice day. You too.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of TRC. We're currently processing an enrollment form that you filled out on March 25th for healthcare benefits. Um, um, it looks like you selected the VIP Plus and the Vision Plan for employee plus child. The reason for our call is that you didn't provide any of the child's information. So, we were wondering if you still wanted to include the child in those two plans or if you wanted to change it to employee unique.

Speaker speaker_2: No, I did. Um, there wasn't enough space. I have four and it was saying use additional pages but, of course, it was by electronic.

Speaker speaker_1: Okay. Um, if you want, I can go ahead and get their information.

Speaker speaker_2: Okay. So, um, the first one is going to be A-D-R-I-L.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Adrial. Um, same last name as mine, Terrell, T-E-R-R-E-L-L.

Speaker speaker_1: Okay. And then, um-

Speaker speaker_2: Oh.

Speaker speaker_1: ... can I get, can I get the child's date of birth?

Speaker speaker_2: Yes. 8/31/11.

Speaker speaker_1: And then do you have their Social? If you don't, I can put zeros for now.

Speaker speaker_2: Oh, God.

Speaker speaker_1: And then you can call back later.

Speaker speaker_2: Yeah. Like I do well enough knowing mine and my driver's license number.

Speaker speaker_1: Okay. No, you're fine. And you can just call back whenever you have that. I'll put zeros for now in our system. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: And then the second child?

Speaker speaker_2: Is going to be Ameer. A-M-E-E-R.

Speaker speaker_1: Mm-hmm. Same.

Speaker speaker_2: Same last name.

Speaker speaker_1: Okay.

Speaker speaker_2: And, uh, it's 12/11/2012.

Speaker speaker_1: Thank you. I'm gonna put zeros for him, too.

Speaker speaker_2: And the next one is Aubrey. A-U-B-R-E-Y.

Speaker speaker_1: Ooh, give me one second. I'm sorry.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Aubrey T-R... And then, what is her birthday?

Speaker speaker_2: It's 11/19/15. And the last one, um, her name is hyphenated, so it's A-I-Y-A...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, um, the hyphen and then it's P-A-M-A-R. I-A-M-A-R. And, uh, same last name-

Speaker speaker_1: Ooh, hey-

Speaker speaker_2: ... as her birthday.

Speaker speaker_1: Wh- what was after the hyphen? I just wanna make sure it's correct.

Speaker speaker_2: Oh, uh, it's Tamar, like the singer, Tamar Braxton.

Speaker speaker_1: Okay.

Speaker speaker_2: And her birthday is 8/31/20.

Speaker speaker_1: And then, I just want to make sure that her name is correct. Could you fully spell it out, just so that I'm sure-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that I got it correct?

Speaker speaker_2: It's A-I-Y-A, and then that little dash.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And then T-A-M-A-R.

Speaker speaker_1: Okay. Thank you. Thank you, thank you. All right, I have them in there.

Speaker speaker_2: Is there a- was there- is there an option for a digital on there? Did I check that?

Speaker speaker_1: There is. Um, no. You only did the VIP Plus, which is the plan that covers a flat fee towards your urgent care, emergency room, doctor visits if sick. Um, it doesn't cover preventatives though, so it's only a hospital indemnity plan. You also selected Vision. That one has its copays, and they do offer Dental. Um, Dental for employee and children is \$9.30 weekly from your paycheck.

Speaker speaker_2: Okay. Yeah, I- I'm just gonna click that as well.

Speaker speaker_1: Okay. So I added that. Um, did you want to add anything else or did you just wanna do Dental, Vision and then your medical plan?

Speaker speaker_2: Um, let me see. You said the-

Speaker speaker_1: Just keep-

Speaker speaker_2: ... the medical plan I chose was like preventative? Is there like a...

Speaker speaker_1: No.

Speaker speaker_2: ... extra health?

Speaker speaker_1: So, it's only, it's only hospital indemnity, so it's only gonna cover your actual doctor visits. It doesn't cover preventative. So, it won't cover, like, your annual check-ups. It won't cover physical. It will not cover, like, um, STD and cancer screening, any mammograms, pap smears. That's not covered 'cause those are considered preventative services. The one that's preventative is the MEC TELRS. That plan is only preventative, so it's only gonna cover your preventative services. That one is \$19.02 for employee plus child.

Speaker speaker_2: Okay. I need that. 'Cause I'm getting, I'm getting to where, like, I know what I need to buy.

Speaker speaker_1: Okay. Okay. So, I have the VIP Plus. That's \$51.46. That's your actual medical plan, the one that will cover your doctor visits for employee plus child. Dental for \$9.30 for employee plus child. Vision for \$4.95 for employee plus child. And then your preventative plan of \$19.02 for employee plus child, being a weekly deduction of \$84.73 from your paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I was gonna... Did you want me to give you some information regarding those two plans?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. So, for your preventative plan, you do have to stay with a network. So, you do only have to use their clinics and doctors to receive coverage. Um, a good... Once you become active, they mail out your cards and they give you the number that you can contact to find the provider. It does have benefits when it comes to your prescriptions through Aleve, and it offers a membership with FreeRx, which gives you access to cheaper generic medications and some of them are free. It also offers virtual urgent care, which offers medical assistance virtually with medical providers, but it is only, um, a preventative plan. Then for your VIP plan that you selected, that one doesn't require a network so you can be out of network and still be covered as long as a provider takes that insurance. Um, you also receive prescription benefits through Pharmaville and it also includes the..... It covers a flat fee towards your hospital indemnity plan. And dental, uh, preventative visits covered at a hundred percent. Something basic like cleansing of the teeth is covered at eighty percent. Basic risk or active is covered at eighty percent. X-rays are also covered at eighty percent and you have an annual maximum of five hundred dollars. With your dental plan you would have

to pay a one-time deductible for the individual plan of fifty dollars and for the family plan of one fifty.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay?

Speaker speaker_3: All right.

Speaker speaker_1: All right, so you'll allow Partners... I'm sorry, TRC to make the weekly deduction of \$84.73 for the selective plans.

Speaker speaker_3: Yes.

Speaker speaker_1: Please allow one or two weeks for your staffing agency to make the first deduction of the \$80.73 from your paycheck. Once you see that deduction come out of your check, the following Monday of that first deduction is when your plans become active, and in that first week or second week of active coverage you should be getting your cards.

Speaker speaker_3: Okay. And you said that's-

Speaker speaker_1: And you-

Speaker speaker_3: ... \$84.73?

Speaker speaker_1: Uh, yes. Let me just verify real quick. I believe so.

Speaker speaker_3: Oh.

Speaker speaker_1: Yes, \$84.73 weekly.

Speaker speaker_3: Okay. All right. I just gotta make sure I heard that. All right.

Speaker speaker_1: And then, um, if you have any questions or you need your cards before they actually get mailed out to you, you can just contact us and we'll send them electronically as well.

Speaker speaker_3: Okay. Thank you.

Speaker speaker_1: Yeah, for your VIP plan, normally that, that is the only plan that they don't send you a physical card, but once you become active if you do want a physical medical card for your VIP plus, you can just contact us once you become active and receive your first deduction and we can request it for the carrier to send down. So you should definitely be getting vision, dental first. Your vision and dental card first and your preventative.

Speaker speaker_3: Okay.

Speaker speaker_1: For the VIP, the medical one, you do have to request it. So we would, you would have to call in and request and then you'll get that one a little bit later. But we can definitely send it to you electronically as well.

Speaker speaker_3: Okay, thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_3: You too.