

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 in a Card on behalf of Wag Service Solutions. I'm looking to speak with Elaprus. Who is this? Um, I'm calling on behalf of Wagner Service Solutions. Um, we're processing the enrollment form that you filled out on March 14 for some healthcare benefits that the staffing agency offers. Um, I was gonna tell you that we're processing, but we noticed that you selected a plan, but you also selected to decline the coverage. So we were wondering if you indeed wanted to enroll or if you wanted to decline, since you selected a plan, but you also selected not to participate. Um, I would enroll. Okay, do you, do you wanna enroll? Mm-hmm. Yes. Okay, so did you still wanna select the... You selected the Stay Healthy Plan for employees only, but you also provided dependents' information. So were you trying to enroll with, um, yourself or with dependents? Um, myself, but with my dependents. So I... Okay, so with a dependent? Yes. Okay, um there's Employee Spouse, Employee and Children, and then the Family Plan would be Children, Spouse and Employee. Did you wanna do only Employee and Spouse, Employee and Children, or did you wanna do the Family Plan for the plans? The, the Family Plan. Okay. Okay, so they offer... Let me go over the plans with you. Um, so it looks like they actually offer one, two, three, three medical plans. The first one I'm gonna go over is called the Stay Healthy Plan. This plan is only a preventative plan, and it's only gonna cover like a physical, some vaccines, an ST and cancer screening, your annual checkups. But it doesn't cover any doctor visits if you go to the doctor sick, hospital visit, urgent care, emergency room, nor surgeries. So this plan is called the Stay Healthy because it's only preventative, okay? Okay. Um... I don't, I don't want this. Not this one? Okay, then there's also the VIP Classic and the VIP Pro. These two plans will cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, and surgeries. They don't require you to stay within network, so you can use out-of-network doctors and clinics as long as the providers take that insurance. You do receive prescription benefits through Pharmacoville. Depending on the pri- on the generic medication that it is, it just depends on how much you pay. And for the non-generics, they do offer you discounts. They also include... No, I don't- ... virtual ... want to do the enrollment plan, so I don't have to worry about it. I don't want to do that. Oh, okay. Um, just in case you do change your mind, they give you 30 days from the day that you receive your first check to give us a call and do the enrollment, okay, just in case you do change your mind. And then you can also enroll within company open enrollment, which I can give you the month just in case you do change your mind, just for future reference. Um, so you can do it within the 30 days of receiving your first check, or in the month of their company open enrollment, which for Wagner, let me see when that falls in. It's in the month of December, okay? Okay. Um, did you want me to opt you out from the auto-enrollment, though? Because it looks like the staffing agency's... You can opt me out. Okay. All right, well,

thank you. I hope you have a great day. If you do change your mind, just keep in mind that they give you 30 days from the day that you receive your first check to give us a call and do your enrollment, okay? Okay. Thank you. Have a nice day.

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 in a Card on behalf of Wag Service Solutions. I'm looking to speak with Elaprus.

Speaker speaker_2: Who is this?

Speaker speaker_1: Um, I'm calling on behalf of Wagner Service Solutions. Um, we're processing the enrollment form that you filled out on March 14 for some healthcare benefits that the staffing agency offers. Um, I was gonna tell you that we're processing, but we noticed that you selected a plan, but you also selected to decline the coverage. So we were wondering if you indeed wanted to enroll or if you wanted to decline, since you selected a plan, but you also selected not to participate.

Speaker speaker_2: Um, I would enroll.

Speaker speaker_1: Okay, do you, do you wanna enroll?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: Okay, so did you still wanna select the... You selected the Stay Healthy Plan for employees only, but you also provided dependents' information. So were you trying to enroll with, um, yourself or with dependents?

Speaker speaker_2: Um, myself, but with my dependents.

Speaker speaker_1: So I... Okay, so with a dependent?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, um there's Employee Spouse, Employee and Children, and then the Family Plan would be Children, Spouse and Employee. Did you wanna do only Employee and Spouse, Employee and Children, or did you wanna do the Family Plan for the plans?

Speaker speaker_2: The, the Family Plan.

Speaker speaker_1: Okay. Okay, so they offer... Let me go over the plans with you. Um, so it looks like they actually offer one, two, three, three medical plans. The first one I'm gonna go over is called the Stay Healthy Plan. This plan is only a preventative plan, and it's only gonna cover like a physical, some vaccines, an ST and cancer screening, your annual checkups. But it doesn't cover any doctor visits if you go to the doctor sick, hospital visit, urgent care, emergency room, nor surgeries. So this plan is called the Stay Healthy because it's only preventative, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um...

Speaker speaker_2: I don't, I don't want this.

Speaker speaker_1: Not this one? Okay, then there's also the VIP Classic and the VIP Pro. These two plans will cover doctor visits if sick, hospital visits if injured, urgent care, emergency room, and surgeries. They don't require you to stay within network, so you can use out-of-network doctors and clinics as long as the providers take that insurance. You do receive prescription benefits through Pharmacoville. Depending on the pri- on the generic medication that it is, it just depends on how much you pay. And for the non-generics, they do offer you discounts. They also include...

Speaker speaker_2: No, I don't-

Speaker speaker_1: ... virtual

Speaker speaker_3: ... want to do the enrollment plan, so I don't have to worry about it. I don't want to do that.

Speaker speaker_1: Oh, okay. Um, just in case you do change your mind, they give you 30 days from the day that you receive your first check to give us a call and do the enrollment, okay, just in case you do change your mind. And then you can also enroll within company open enrollment, which I can give you the month just in case you do change your mind, just for future reference. Um, so you can do it within the 30 days of receiving your first check, or in the month of their company open enrollment, which for Wagner, let me see when that falls in. It's in the month of December, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, did you want me to opt you out from the auto-enrollment, though? Because it looks like the staffing agency's...

Speaker speaker_2: You can opt me out.

Speaker speaker_1: Okay. All right, well, thank you. I hope you have a great day. If you do change your mind, just keep in mind that they give you 30 days from the day that you receive your first check to give us a call and do your enrollment, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Have a nice day.