

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 the Hamilton Record Group. I'm looking to speak with Mr. Tyree. Yeah. Hey, good morning. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. We're currently processing an enrollment form that you filled out on February the 7th for the healthcare benefits that they offer. You selected two of the medical plans. That can't be combined. So I was actually calling to see which one were you actually trying to enroll into. Um, I would just keep in mind that this is a pending enrollment though, okay? So we would still have- Is this Hamilton Record? Yes, sir. And you said, what, what, what do you got on file? Um, we're currently processing the enrollment form and you selected two plans that can't be combined. Um, it's currently a pending enrollment however, so if you do qualify to enroll, um, these would be those selected plans that you would have, and they would do weekly deductions for them from your paycheck. Um, but you did select two that can't be combined, so I was actually calling to see which one you wanted to sorry, enroll in. I was fixing to say, what, what did I sign up for already? Um, you signed up for the Stay Healthy MAC TeleRx, which is a preventative plan that would cover like one physical visit a year, some vaccinations, some STD and cancer screenings. Um, but this is only a preventative plan, so wouldn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, and then you also signed up for the Stay, the VIP Standard, which is, it covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries, but it doesn't cover your preventatives. Um, but you did select MAC TeleRx, which is only the preventative plan, and then the VIP Standard, which is only hospital and dental. Yeah, you can, um- Um- ... you can, you can take both of them off for right now. Uh, did you still want dental? When do I check in? Uh, so typically you have to allow one or two weeks for your staff and agency to start processing, um, the first deduction. Once they take the first deduction out of your paycheck, the following Monday is when your coverage becomes effective. But like I said, it would be a pending enrollment because they would ch- have to check to see if you're eligible to enroll into it and do a eligibility review. But I do have to call first to see which plans you did want to enroll into- I just want- ... if you qualify. I just want dental and vision. Dental and vision? Okay. Did you want me to go over what that dental plan covers and that vision plan? I just want the highest of each. Um, so they only offer one dental plan and one vision plan. Okay. Well yeah, then I, I, yeah, so what you were saying, okay. Okay, give me one second. Okay, sir. So for the dental plan, a preventative visit's covered at 100%. Something basic like a cleansing of the teeth is covered at 80%. Basic restorative, like a filling of a cavity, is covered at 80%. X-rays are covered at 80%. You have an annual maximum of \$500. And with the dental plan, you would have to give a one-time deductible of \$50. For this plan, it would be a weekly deduction of \$3.38 weekly.

Then for your vision plan, that one has co-pays. The co-pay for an eye exam would be a \$10.00. A co-pay for lenses and frames would be another 25, and you have a frame allowance of 130. Um, if you select this plan for employee, that would be a weekly deduction of a \$1.99 from your paycheck. All right, um, yeah. Okay, so you wanted to do dental and vision? Yes, ma'am. Okay, and then just keep in mind that this is a pending enrollment, so they will have to check to see first if you're eligible, and if you are, they will enroll you into both dental and vision, okay? Okay. Um, but first we have to do the... So for now it's a pending eligibility. Okay. But I went ahead and put in the notes that you did want dental and vision. So if you are eligible, you would be enrolled into these two plans. Okay. All right. Do you have any other questions? No, ma'am. All right. That's all. Well, thank you for your time. I hope you have a great day. You too. Bye.

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 the Hamilton Record Group. I'm looking to speak with Mr. Tyree.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, good morning. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. We're currently processing an enrollment form that you filled out on February the 7th for the healthcare benefits that they offer. You selected two of the medical plans. That can't be combined. So I was actually calling to see which one were you actually trying to enroll into. Um, I would just keep in mind that this is a pending enrollment though, okay? So we would still have-

Speaker speaker_2: Is this Hamilton Record?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And you said, what, what, what do you got on file?

Speaker speaker_1: Um, we're currently processing the enrollment form and you selected two plans that can't be combined. Um, it's currently a pending enrollment however, so if you do qualify to enroll, um, these would be those selected plans that you would have, and they would do weekly deductions for them from your paycheck. Um, but you did select two that can't be combined, so I was actually calling to see which one you wanted to sorry, enroll in.

Speaker speaker_2: I was fixing to say, what, what did I sign up for already?

Speaker speaker_1: Um, you signed up for the Stay Healthy MAC TeleRx, which is a preventative plan that would cover like one physical visit a year, some vaccinations, some STD and cancer screenings. Um, but this is only a preventative plan, so wouldn't cover any doctor visits if sick, hospital visits if injured, urgent care, emergency room, nor surgeries. Um, and then you also signed up for the Stay, the VIP Standard, which is, it covers doctor visits if sick, hospital visits if injured, urgent care, emergency room and surgeries, but it doesn't cover

your preventatives. Um, but you did select MAC TeleRx, which is only the preventative plan, and then the VIP Standard, which is only hospital and dental.

Speaker speaker_2: Yeah, you can, um-

Speaker speaker_1: Um-

Speaker speaker_2: ... you can, you can take both of them off for right now.

Speaker speaker_1: Uh, did you still want dental?

Speaker speaker_2: When do I check in?

Speaker speaker_1: Uh, so typically you have to allow one or two weeks for your staff and agency to start processing, um, the first deduction. Once they take the first deduction out of your paycheck, the following Monday is when your coverage becomes effective. But like I said, it would be a pending enrollment because they would ch- have to check to see if you're eligible to enroll into it and do a eligibility review. But I do have to call first to see which plans you did want to enroll into-

Speaker speaker_2: I just want-

Speaker speaker_1: ... if you qualify.

Speaker speaker_2: I just want dental and vision.

Speaker speaker_1: Dental and vision? Okay. Did you want me to go over what that dental plan covers and that vision plan?

Speaker speaker_2: I just want the highest of each.

Speaker speaker_1: Um, so they only offer one dental plan and one vision plan.

Speaker speaker_2: Okay. Well yeah, then I, I, yeah, so what you were saying, okay.

Speaker speaker_1: Okay, give me one second. Okay, sir. So for the dental plan, a preventative visit's covered at 100%. Something basic like a cleansing of the teeth is covered at 80%. Basic restorative, like a filling of a cavity, is covered at 80%. X-rays are covered at 80%. You have an annual maximum of \$500. And with the dental plan, you would have to give a one-time deductible of \$50. For this plan, it would be a weekly deduction of \$3.38 weekly. Then for your vision plan, that one has co-pays. The co-pay for an eye exam would be a \$10.00. A co-pay for lenses and frames would be another 25, and you have a frame allowance of 130. Um, if you select this plan for employee, that would be a weekly deduction of a \$1.99 from your paycheck.

Speaker speaker_2: All right, um, yeah.

Speaker speaker_1: Okay, so you wanted to do dental and vision?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, and then just keep in mind that this is a pending enrollment, so they will ha- have to check to see first if you're eligible, and if you are, they will enroll you into

both dental and vision, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but first we have to do the... So for now it's a pending eligibility.

Speaker speaker_2: Okay.

Speaker speaker_1: But I went ahead and put in the notes that you did want dental and vision. So if you are eligible, you would be enrolled into these two plans.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Do you have any other questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right.

Speaker speaker_2: That's all.

Speaker speaker_1: Well, t- thank you for your time. I hope you have a great day.

Speaker speaker_2: You too. Bye.