

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Supple, Jessica. How can I assist you today? Hi, there. Um, I started my enrollment, um, but I needed to add my child on there as well. What staffing company do you work with? Uh, BGSS. What are the last four of your Social? 3635. And the last name, please? Arca, A-R-C-A. Please verify your mailing address and date of birth for security purposes. Sure, my address is 970 Magnolia Avenue, Millbrae, 94030. And then what was the other one? Your date of birth? Uh, 5/9/1988. We have a phone number to contact you down as 650-271-7158. Yes, correct. And we have your email down as your first period last name at gmail.com? Yes, correct. There is a number seven on your address. What is that for? Oh, that's my apartment number. Hmm. Sorry. It's okay. ... hold on. Give me one moment. Sure. Great. Okay. All right. What is the child's first and last name? Sure. Her first name is Landon, L as in Larry, A, N as in Nancy, D as in dog, Y as in yellow, N as in Nancy. And her last name is Peagler, so that's P as in Paul, E as in egg, A, G as in girl, L as in Larry, E as in egg, R as in Richard. So I have her first name down as L as in Larry, A as in apple, N as in Nancy, D as in David, Y as in yellow, N as in Nancy. Is that correct? Yes. Okay. Do you happen to have her Social? I do. It's 875-15-5627. What is her date of birth? It's January 13, 2014. 011314, right? Yeah. And that you need to add another child to the policy? No, just one. Uh, this is it. You are all set. The only thing that your policy is missing now will be a beneficiary for that critical illness. The carrier for some reason is now requesting for there to be a beneficiary for that specific plan. Would you like me to put down- Okay. ... your daughter or did you want to put someone different? Yeah, you can put down my daughter. All right. Bear with me one moment. All right. So you're all set to go. Now you just have to wait to see that very first deduction, meaning a pay stub of the 52.89 for the full policy. Following Monday of that deduction will be becomes effective. That same week of activation, Friday, is when your carriers send out the benefit cards. Now for your benefits, the only plans- Okay. ... to have a card is your medical, dental, vision, and the FreeRx membership. The only ones that will arrive to your home will be the dental and the vision. The medical, that carrier, which is American Public Life only sends a digital copy to your email. But if you want- Okay. ... a hard copy, once you see this of activation, give us a call so we can put in that card. Okay. And, um, just curious, where are... Mm-hmm. ... where are the benefits like taken? Like is it... Uh, this is my first time doing this, so, um, yeah, so do I just go to any hospital nearby or, like, how would I find the provider? None of your plans require any network as long as they work with your specific carriers. Um, however, I am able to send to your email the information for the network providers that each of those- Okay. ... carriers have prescribed. Okay. Sounds good. Thank you. Of course. And then I also did want to ask for the FreeRx, once you become active, there is going to be an additional and... registration that you have to once you become active. Do

you want me to send you those steps and links now or would you rather call back in once you're active and for them? Yeah. You can send those to my email now. All right. All right. So you should be receiving a total of two emails. One of them will be titled network provider information and the other one will be the FreeRx one. Okay. Got it. And then, um, the \$52, is that... is that, like, every paycheck or is that for just one paycheck? Or yeah, like, how much would I be charged every month, I guess, is my question. So it is a m- a weekly basis per paycheck will be those 52.89. As far as monthly, how much it will be, we unfortunately are unable to calculate that due to- Okay. ... the fact that not all months go by four weeks. However- Um, okay. ... if we were to use an example of four weeks per month, you're looking at \$211.56. That will be if every month is four weeks. Okay. Got it. Okay. Sounds good. Okay. Sounds good. Thank you. Of course. My pleasure. Was there anything else today? No, that'll be it. I do hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Medical Supply, Jessica. How can I assist you today?

Speaker speaker_2: Hi, there. Um, I started my enrollment, um, but I needed to add my child on there as well.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, BGSS.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 3635.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Arca, A-R-C-A.

Speaker speaker_1: Please verify your mailing address and date of birth for security purposes.

Speaker speaker_2: Sure, my address is 970 Magnolia Avenue, Millbrae, 94030. And then what was the other one?

Speaker speaker_1: Your date of birth?

Speaker speaker_2: Uh, 5/9/1988.

Speaker speaker_1: We have a phone number to contact you down as 650-271-7158.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And we have your email down as your first period last name at gmail.com?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: There is a number seven on your address. What is that for?

Speaker speaker_2: Oh, that's my apartment number.

Speaker speaker_1: Hmm.

Speaker speaker_2: Sorry.

Speaker speaker_1: It's okay. hold on. Give me one moment.

Speaker speaker_2: Sure.

Speaker speaker_1: Great. Okay. All right. What is the child's first and last name?

Speaker speaker_2: Sure. Her first name is Landon, L as in Larry, A, N as in Nancy, D as in dog, Y as in yellow, N as in Nancy. And her last name is Peagler, so that's P as in Paul, E as in egg, A, G as in girl, L as in Larry, E as in egg, R as in Richard.

Speaker speaker_1: So I have her first name down as L as in Larry, A as in apple, N as in Nancy, D as in David, Y as in yellow, N as in Nancy. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you happen to have her Social?

Speaker speaker_2: I do. It's 875-15-5627.

Speaker speaker_1: What is her date of birth?

Speaker speaker_2: It's January 13, 2014.

Speaker speaker_1: 011314, right?

Speaker speaker_2: Yeah.

Speaker speaker_1: And that you need to add another child to the policy?

Speaker speaker_2: No, just one.

Speaker speaker_1: Uh, this is it. You are all set. The only thing that your policy is missing now will be a beneficiary for that critical illness. The carrier for some reason is now requesting for there to be a beneficiary for that specific plan. Would you like me to put down-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your daughter or did you want to put someone different?

Speaker speaker_2: Yeah, you can put down my daughter.

Speaker speaker_1: All right. Bear with me one moment. All right. So you're all set to go. Now you just have to wait to see that very first deduction, meaning a pay stub of the 52.89 for the full policy. Following Monday of that deduction will be becomes effective. That same week of activation, Friday, is when your carriers send out the benefit cards. Now for your benefits, the only plans-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to have a card is your medical, dental, vision, and the FreeRx membership. The only ones that will arrive to your home will be the dental and the vision. The medical, that carrier, which is American Public Life only sends a digital copy to your email. But if you want-

Speaker speaker_2: Okay.

Speaker speaker_1: ... a hard copy, once you see this of activation, give us a call so we can put in that card.

Speaker speaker_2: Okay. And, um, just curious, where are...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... where are the benefits like taken? Like is it... Uh, this is my first time doing this, so, um, yeah, so do I just go to any hospital nearby or, like, how would I find the provider?

Speaker speaker_1: None of your plans require any network as long as they work with your specific carriers. Um, however, I am able to send to your email the information for the network providers that each of those-

Speaker speaker_2: Okay.

Speaker speaker_1: ... carriers have prescribed.

Speaker speaker_2: Okay. Sounds good. Thank you.

Speaker speaker_1: Of course. And then I also did want to ask for the FreeRx, once you become active, there is going to be an additional and... registration that you have to once you become active. Do you want me to send you those steps and links now or would you rather call back in once you're active and for them?

Speaker speaker_2: Yeah. You can send those to my email now.

Speaker speaker_1: All right. All right. So you should be receiving a total of two emails. One of them will be titled network provider information and the other one will be the FreeRx one.

Speaker speaker_2: Okay. Got it. And then, um, the \$52, is that... is that, like, every paycheck or is that for just one paycheck? Or yeah, like, how much would I be charged every month, I guess, is my question.

Speaker speaker_1: So it is a m- a weekly basis per paycheck will be those 52.89. As far as monthly, how much it will be, we unfortunately are unable to calculate that due to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the fact that not all months go by four weeks. However-

Speaker speaker_2: Um, okay.

Speaker speaker_1: ... if we were to use an example of four weeks per month, you're looking at \$211.56. That will be if every month is four weeks.

Speaker speaker_2: Okay. Got it. Okay. Sounds good. Okay. Sounds good. Thank you.

Speaker speaker_1: Of course. My pleasure. Was there anything else today?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye.