

Transcript: Francesca

Baez-5919774523310080-5731570415353856

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, um, my name is Christopher Carter. Um, I was trying to see what type of coverage do I have. I just signed up with you guys, um, through Mega Force. Okay. What are the last four of your Social? 5912. And the last name? Carter. And you said first name Christopher, right? Yes. That's correct. All right. And then to make sure that I did locate the right account, can you verify your mailing address for me and your date of birth, please? Yes. 1911 Dixie Lane, Greenville, North Carolina, 27858. 11/09/1989. So, we have a different address on file. Um, everything that you mentioned, zip code, state and city does match, but the street address is different on file. Maybe we have your old address? Yes. That's possible. The new one is 2429 County Home Road, Apartment 51, Greenville, North Carolina, 27858. All right. Yes, sir. So, we have the County Home Road. Is that the current one that should be on file, or the one that you verified previously? The County Home Road one. All right. And then, I have your best contact number as 252-347-7369. No, I need to change that. All right. Go ahead. What should be the new phone number? Uh, it's 252-343-0989. And then lastly, I have your email as ccarter@gmail.com. Yes, that's correct. Did you submit your enrollment online, or did you fill out a form? Um, I filled out a form. Oh, okay. That would be why. So, we don't have access to that form as of yet. More than likely, you submitted it through Mega Force system, so we'll have to wait for them to send it over. But do you remember what plans you selected? Um, I actually have the paper right here in front of me. Um... Okay. I have the- And which- ... what is it? Stay... I just got medical. So, I have the- Okay. ... \$22.98 for InsurePlus Enhance and the \$14.90 for StayHealthy/MEC télé- téléRx. All right. And then your question is about those two plans? Yes. Okay. And what questions did you have? Um, basically, what... Well, not about the plan. Mm-hmm. Well, basically, yeah, what- what would I have to pay as far as deduction-wide, and where am I eligible to use this insurance for? Do y'all have a specific place that I have to go to, or do I just need to call around to find out who's... who accept you guys? Sure thing. Um, so I do want to clarify, you don't have coverage with Benefits in a Car. We only administer it. We don't own these plans. So they're actually gonna be with the carrier American Public Life and 90 Degree. They are PPO-limited plans, so they do not have deductibles. And the only one that does have a network requirement, like a specific list of clinics and doctors that you need to go to in order for the service to be covered, is that MEC StayHealthy téléRx Preventative Plan. If you wanted to have a list of which places you're able to go with that plan within the network, you'll have to reach out to MultiPlan Network. I can give you their information and send it to your email, and get you transferred over if you like. Um, actually, yeah, you could just, um... Hold on. Uh, yeah, you could email me that. That'd be great. And the name, you said the... What was the name of the company again? Yes, sir. So, that's StayHealthy MEC téléRx. StayHealthy. Okay. That one- Okay. ... you have it with 90

Degree. And then the other one, the one that's the InsurePlus Enhance? Uh-huh. That carrier is called American Public Life, or it's also known as APL. APL and StayHealthy. Okay. Um, 'cause basically, I have a doctor in mind that I was gonna, um, attend. I just wanted to know who... what was the name that I needed to tell them when I asked if they take that type of insurance? Of course. But I got you now. So, I am gonna- And I definitely appreciate it. My pleasure. Um, I did want to say, sorry for interrupting, but I was gonna also send out that carrier information in that email along with the network provider. Okay. I definitely appreciate that. Of course. And then I did want to ask, do you want me to process your enrollment while I have you on the phone, rather than waiting for the form to be sent by your staffing company? Yes, please, if you could, 'cause I'm trying to get the ball rolling. Like, I, I'm not... Um, I'm, I'm, I'm great and I'm healthy, but I als- now I'm starting to want to get checkups and things of that nature. So, the quicker the better. Of course. I completely understand. So, let's see. So, with that InsurePlus Enhance, the \$22.98, and then the StayHealthy MEC teléRx of the \$14.90..... the total will be \$37.88 per paycheck. Do you authorize Megaforce Staffing to make those deductions for you? Yes, I do. All right, I went ahead and submitted it. So once you do start working, allow one to two weeks for your employer to start making the deductions, and then when you see the first deductions following Monday is gonna be when the coverage becomes effective. And that same week of activation, Friday will be when that carrier sends out those benefit cards to you. Okay, and one more thing. Um, if I don't... I have to wait to go to the doctor once I get the cards, correct? No, so once you get the cards, you'll already be active 'cause from your activation week, it will be Friday when they mail them out to you. Um, the only one that does- Okay. ... get to you that Friday is the InsurPlus Enhanced Plan one. For some reason, American Public Life doesn't do a physical card for those plans. They only do a digital copy. But if you want a hard copy, just give us a call and we'll be able to put in the request for it. Um, however, after that Monday, you'll be eligible to use the benefits 'cause that same Monday is when your carrier gets the money and start putting your information- Okay. ... into their system, creating your policy number and benefit cards. So you'll be able to go ahead and use it during that time once you get that sold. Okay, I definitely appreciate that. Of course. Um, and then I did wanna say... I'm not sure if maybe we have it miswritten, but it said that we were unable to send you that message to the email of ccarter@gmail.com. So I'm gonna try it one more time. Oh, wait. It's ccarter1189@gmail.com. 1189? Yeah. All right. Let's go ahead and give it one more try and see if we'll go through this way. Okay, so it did leave the auto box and I'm just waiting for the confirmation that it was sent out. Okay. Yeah, it worked. Okay, yes, I have it right here. All right, great. So you are all set. Um, and then the last thing I do wanna mention, once you get that first paycheck, you're gonna have a deadline for when you're able to make changes to this policy, which will be 30 days after that paycheck. However, that timeframe before you get that first paycheck, you don't have any timeframe. You're still able to make any changes to the policy that you wish to make, but it's just when you get that first paycheck to be mindful of those 30 days. Okay. All right. I definitely appreciate you. Of course, it was my pleasure. You are all set. If you run into any questions or concerns regarding the insurance, it will be this number that you called us on today. But anything job-related will be with Megaforce Staffing directly. Okay. All right. It was a pleasure speaking with you today, and I hope you have a wonderful rest of your day. All right, you as well. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, um, my name is Christopher Carter. Um, I was trying to see what type of coverage do I have. I just signed up with you guys, um, through Mega Force.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: 5912.

Speaker speaker_0: And the last name?

Speaker speaker_1: Carter.

Speaker speaker_0: And you said first name Christopher, right?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: All right. And then to make sure that I did locate the right account, can you verify your mailing address for me and your date of birth, please?

Speaker speaker_1: Yes. 1911 Dixie Lane, Greenville, North Carolina, 27858. 11/09/1989.

Speaker speaker_0: So, we have a different address on file. Um, everything that you mentioned, zip code, state and city does match, but the street address is different on file. Maybe we have your old address?

Speaker speaker_1: Yes. That's possible. The new one is 2429 County Home Road, Apartment 51, Greenville, North Carolina, 27858.

Speaker speaker_0: All right. Yes, sir. So, we have the County Home Road. Is that the current one that should be on file, or the one that you verified previously?

Speaker speaker_1: The County Home Road one.

Speaker speaker_0: All right. And then, I have your best contact number as 252-347-7369.

Speaker speaker_1: No, I need to change that.

Speaker speaker_0: All right. Go ahead. What should be the new phone number?

Speaker speaker_1: Uh, it's 252-343-0989.

Speaker speaker_0: And then lastly, I have your email as ccarter@gmail.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Did you submit your enrollment online, or did you fill out a form?

Speaker speaker_1: Um, I filled out a form.

Speaker speaker_0: Oh, okay. That would be why. So, we don't have access to that form as of yet. More than likely, you submitted it through Mega Force system, so we'll have to wait for them to send it over. But do you remember what plans you selected?

Speaker speaker_1: Um, I actually have the paper right here in front of me. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: I have the-

Speaker speaker_0: And which-

Speaker speaker_1: ... what is it? Stay... I just got medical. So, I have the-

Speaker speaker_0: Okay.

Speaker speaker_1: ... \$22.98 for InsurePlus Enhance and the \$14.90 for StayHealthy/MEC télé- téléRx.

Speaker speaker_0: All right. And then your question is about those two plans?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what questions did you have?

Speaker speaker_1: Um, basically, what... Well, not about the plan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, basically, yeah, what- what would I have to pay as far as deduction-wide, and where am I eligible to use this insurance for? Do y'all have a specific place that I have to go to, or do I just need to call around to find out who's... who accept you guys?

Speaker speaker_0: Sure thing. Um, so I do want to clarify, you don't have coverage with Benefits in a Car. We only administer it. We don't own these plans. So they're actually gonna be with the carrier American Public Life and 90 Degree. They are PPO-limited plans, so they do not have deductibles. And the only one that does have a network requirement, like a specific list of clinics and doctors that you need to go to in order for the service to be covered, is that MEC StayHealthy téléRx Preventative Plan. If you wanted to have a list of which places you're able to go with that plan within the network, you'll have to reach out to MultiPlan Network. I can give you their information and send it to your email, and get you transferred over if you like.

Speaker speaker_1: Um, actually, yeah, you could just, um... Hold on. Uh, yeah, you could email me that. That'd be great. And the name, you said the... What was the name of the company again?

Speaker speaker_0: Yes, sir. So, that's StayHealthy MEC téléRx.

Speaker speaker_1: StayHealthy. Okay.

Speaker speaker_0: That one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you have it with 90 Degree. And then the other one, the one that's the InsurePlus Enhance?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: That carrier is called American Public Life, or it's also known as APL.

Speaker speaker_1: APL and StayHealthy. Okay. Um, 'cause basically, I have a doctor in mind that I was gonna, um, attend. I just wanted to know who... what was the name that I needed to tell them when I asked if they take that type of insurance?

Speaker speaker_0: Of course.

Speaker speaker_1: But I got you now.

Speaker speaker_0: So, I am gonna-

Speaker speaker_1: And I definitely appreciate it.

Speaker speaker_0: My pleasure. Um, I did want to say, sorry for interrupting, but I was gonna also send out that carrier information in that email along with the network provider.

Speaker speaker_1: Okay. I definitely appreciate that.

Speaker speaker_0: Of course. And then I did want to ask, do you want me to process your enrollment while I have you on the phone, rather than waiting for the form to be sent by your staffing company?

Speaker speaker_1: Yes, please, if you could, 'cause I'm trying to get the ball rolling. Like, I, I'm not... Um, I'm, I'm, I'm great and I'm healthy, but I als- now I'm starting to want to get checkups and things of that nature. So, the quicker the better.

Speaker speaker_0: Of course. I completely understand. So, let's see. So, with that InsurePlus Enhance, the \$22.98, and then the StayHealthy MEC teléRx of the \$14.90..... the total will be \$37.88 per paycheck. Do you authorize Megaforce Staffing to make those deductions for you?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: All right, I went ahead and submitted it. So once you do start working, allow one to two weeks for your employer to start making the deductions, and then when you see the first deductions following Monday is gonna be when the coverage becomes effective. And that same week of activation, Friday will be when that carrier sends out those benefit cards to you.

Speaker speaker_1: Okay, and one more thing. Um, if I don't... I have to wait to go to the doctor once I get the cards, correct?

Speaker speaker_0: No, so once you get the cards, you'll already be active 'cause from your activation week, it will be Friday when they mail them out to you. Um, the only one that does-

Speaker speaker_1: Okay.

Speaker speaker_0: ... get to you that Friday is the InsurPlus Enhanced Plan one. For some reason, American Public Life doesn't do a physical card for those plans. They only do a digital copy. But if you want a hard copy, just give us a call and we'll be able to put in the request for it. Um, however, after that Monday, you'll be eligible to use the benefits 'cause that same Monday is when your carrier gets the money and start putting your information-

Speaker speaker_1: Okay.

Speaker speaker_0: ... into their system, creating your policy number and benefit cards. So you'll be able to go ahead and use it during that time once you get that sold.

Speaker speaker_1: Okay, I definitely appreciate that.

Speaker speaker_0: Of course. Um, and then I did wanna say... I'm not sure if maybe we have it miswritten, but it said that we were unable to send you that message to the email of ccarter@gmail.com. So I'm gonna try it one more time.

Speaker speaker_1: Oh, wait. It's ccarter1189@gmail.com.

Speaker speaker_0: 1189?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Let's go ahead and give it one more try and see if we'll go through this way. Okay, so it did leave the auto box and I'm just waiting for the confirmation that it was sent out.

Speaker speaker_1: Okay. Yeah, it worked. Okay, yes, I have it right here.

Speaker speaker_0: All right, great. So you are all set. Um, and then the last thing I do wanna mention, once you get that first paycheck, you're gonna have a deadline for when you're able to make changes to this policy, which will be 30 days after that paycheck. However, that timeframe before you get that first paycheck, you don't have any timeframe. You're still able to make any changes to the policy that you wish to make, but it's just when you get that first paycheck to be mindful of those 30 days.

Speaker speaker_1: Okay. All right. I definitely appreciate you.

Speaker speaker_0: Of course, it was my pleasure. You are all set. If you run into any questions or concerns regarding the insurance, it will be this number that you called us on today. But anything job-related will be with Megaforce Staffing directly.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. It was a pleasure speaking with you today, and I hope you have a wonderful rest of your day.

Speaker speaker_1: All right, you as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.