

Transcript: Francesca

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Full Transcript

Your call may be monitored, or recorded for quality assurance purposes. Good afternoon, my name is Francesca ...benefits and I'm currently looking to speak with Mr. Warner on behalf of Hospitality Staffing Solutions. Yeah. Hey, sir, we're giving you a call in regards to the enrollment form for health insurance that you filled out January 21st, 2025. You had requested to be enrolled into both MEC plans. However, you cannot make that enrollment. They can't be matched. You selected all three of their medical plans, so the selection that you have options for is either the MEC Enhanced, which is both preventative and hospital indemnity- No. ... with a network requirement, or the MEC Preventative- No. ... and the VIP Standard. Okay. Yeah. So which one that you want to be enrolled into? Um, what's the difference between the two, I'm sorry? I'm sorry, sir, you sound muffled. One more time? I said, what's the difference between the two? Once again, sir, the MEC Enhanced is both preventative and hospital indemnity. It does have a network requirement. The MEC TailorRx is only preventative with a network requirement, and the VIP Standard has no network requirement and it is hospital indemnity only. Say again? The MEC Enhanced is medical preventative and hospital indemnity. It has a network requirement. The MEC TailorRx is preventative only with a network requirement, and the VIP Standard is hospital indemnity only. I'm sorry, I don't know the difference. Excuse me? I s-... I'm sorry. Give me one moment. Okay, I signed up for two. One is... Say again? You signed up for all three of the plans that they offered. MEC Enhanced is medical preventative and hospital indemnity only, and it has a network requirement. The other option will be MEC TailorRx which is preventative only with a hospital indemnity and network requirement, or the VIP Standard, which will be fulfilling that hospital indemnity requirement, and it does not have a network requirement. Can I do that one then? Okay. Did you only want the VIP Standard, or the VIP Standard and the MEC TailorRx? Just the Standard. Understood. So with that being said then, you'll be looking at a total of \$37.50 per paycheck, the authorized hospital indemnity to make those deductions once you start working for them. And this comes with dental, medical, and what else? The selections that you made was the medical plan that you just decided, VIP Standard, free Rx for the medications. You also selected a virtual primary care. Dental, vision, short-term disability was not selected, but you did choose term life, which is their life insurance, and behavior health, which is virtual therapy. Those were your selections. So I do get dental and... dental and, uh, medical? Yes, sir. You selected for dental, medical and vision, and then you selected the additional virtual primary care, the free Rx membership for your prescriptions, their life insurance, and then their virtual therapy. Sounds good. All right. And then the last issue with your form itself was the fact that you placed yourself as the beneficiary for the life insurance. Just for clarification purposes, the beneficiary will be the person that we will provide the benefit amount, God forbid something happens to you and your life ends. We cannot provide that to yourself if

you're no longer alive. Right. Who would you like to put down as your beneficiary? Uh, Rachell Leonard. Could you spell the first name? R-A-C-H-E-L-L. R-A-H-E-L-L? R-A-C-H-E-L-L. And Leonard is L, R... L-E, sorry. L-E-O-N-E-R? L-E-O-N-A-R-D. O-N... R-D. And what is their relationship to you? Mother. All right, so you are all set. The next thing will be for Hospitality Staffing Solutions to reach out to you in regards to a job if they haven't already. Okay. All right, thank you so much for your time today. I hope you have a wonderful rest of your day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon, my name is Francesca ...benefits and I'm currently looking to speak with Mr. Warner on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, sir, we're giving you a call in regards to the enrollment form for health insurance that you filled out January 21st, 2025. You had requested to be enrolled into both MEC plans. However, you cannot make that enrollment. They can't be matched. You selected all three of their medical plans, so the selection that you have options for is either the MEC Enhanced, which is both preventative and hospital indemnity-

Speaker speaker_2: No.

Speaker speaker_1: ... with a network requirement, or the MEC Preventative-

Speaker speaker_2: No.

Speaker speaker_1: ... and the VIP Standard.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: So which one that you want to be enrolled into?

Speaker speaker_2: Um, what's the difference between the two, I'm sorry?

Speaker speaker_1: I'm sorry, sir, you sound muffled. One more time?

Speaker speaker_2: I said, what's the difference between the two?

Speaker speaker_1: Once again, sir, the MEC Enhanced is both preventative and hospital indemnity. It does have a network requirement. The MEC TailorRx is only preventative with a network requirement, and the VIP Standard has no network requirement and it is hospital indemnity only.

Speaker speaker_2: Say again?

Speaker speaker_1: The MEC Enhanced is medical preventative and hospital indemnity. It has a network requirement. The MEC TailorRx is preventative only with a network

requirement, and the VIP Standard is hospital indemnity only.

Speaker speaker_2: I'm sorry, I don't know the difference.

Speaker speaker_1: Excuse me?

Speaker speaker_2: I s-... I'm sorry. Give me one moment. Okay, I signed up for two. One is... Say again?

Speaker speaker_1: You signed up for all three of the plans that they offered. MEC Enhanced is medical preventative and hospital indemnity only, and it has a network requirement. The other option will be MEC TailorRx which is preventative only with a hospital indemnity and network requirement, or the VIP Standard, which will be fulfilling that hospital indemnity requirement, and it does not have a network requirement.

Speaker speaker_2: Can I do that one then?

Speaker speaker_1: Okay. Did you only want the VIP Standard, or the VIP Standard and the MEC TailorRx?

Speaker speaker_2: Just the Standard.

Speaker speaker_1: Understood. So with that being said then, you'll be looking at a total of \$37.50 per paycheck, the authorized hospital indemnity to make those deductions once you start working for them.

Speaker speaker_2: And this comes with dental, medical, and what else?

Speaker speaker_1: The selections that you made was the medical plan that you just decided, VIP Standard, free Rx for the medications. You also selected a virtual primary care. Dental, vision, short-term disability was not selected, but you did choose term life, which is their life insurance, and behavior health, which is virtual therapy. Those were your selections.

Speaker speaker_2: So I do get dental and... dental and, uh, medical?

Speaker speaker_1: Yes, sir. You selected for dental, medical and vision, and then you selected the additional virtual primary care, the free Rx membership for your prescriptions, their life insurance, and then their virtual therapy.

Speaker speaker_2: Sounds good.

Speaker speaker_1: All right. And then the last issue with your form itself was the fact that you placed yourself as the beneficiary for the life insurance. Just for clarification purposes, the beneficiary will be the person that we will provide the benefit amount, God forbid something happens to you and your life ends. We cannot provide that to yourself if you're no longer alive.

Speaker speaker_2: Right.

Speaker speaker_1: Who would you like to put down as your beneficiary?

Speaker speaker_2: Uh, Rachell Leonard.

Speaker speaker_1: Could you spell the first name?

Speaker speaker_2: R-A-C-H-E-L-L.

Speaker speaker_1: R-A-H-E-L-L?

Speaker speaker_2: R-A-C-H-E-L-L.

Speaker speaker_1: And Leonard is L, R... L-E, sorry. L-E-O-N-E-R?

Speaker speaker_2: L-E-O-N-A-R-D.

Speaker speaker_1: O-N... R-D. And what is their relationship to you?

Speaker speaker_2: Mother.

Speaker speaker_1: All right, so you are all set. The next thing will be for Hospitality Staffing Solutions to reach out to you in regards to a job if they haven't already.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, thank you so much for your time today. I hope you have a wonderful rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.