

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in Accra. My name is Fran Kepka. How can I assist you today? Hi. I was, uh, looking at the Virtella, um, MVP plan and I was wondering how to enroll in it? Virtella Telestaffing, right? Yes. Well, let's take a look and see if you're eligible. Would one of the last four of your Social... Last four of the Social? Um, give me one second. That will be 3192. I am tired. I just need to sleep. And what is the last name? Uh, last name is Bui, B-U-I. And this is for your benefits, correct? Yes. And what is the first name? Ma'am did you hear my question? What was it? Yes, ma'am. Um, I was asking can you please provide me your name, your first name? Uh, first name Van, V-A-N. Okay. So it is this one. Could you please verify your mailing address and your date of birth? Date of birth, uh, February 10th, 1970. And, uh, address 5928, 121st Street Southeast, Snohomish, Washington. We actually have a different address on file. It will be the one by you provided to them in your application. Oh. Uh, is it the address in Everett? There? I'm sorry? You said it's a different address? Mm-hmm. Yes, ma'am. It will be the one that you provided to them under Policy. I mean, on your application. Sorry. Oh, okay. So it's 9031 75th Street Southeast, Apartment 48, um, Everett, Washington, 98203. All right. Did you need me to change it to the other one? Um, yes, I think. Yeah, the MVP plan. Uh- No, ma'am. I wasn't talking about the plan, the address. Did you need to update it in my system? Oh. Uh, yes, please. Sorry. It's okay. And you said it was 5928 21st... Street Southeast. Yeah. Snohomish, Washington. And what was that ZIP code? Um, 98296. And then that city state is S-N-O-H-O-M-I-S-H? Uh, S-N-O-H... Oh, wait. S-N-O-H-O-M-I-S-H, yes. Okay. But are you changing from that to the Everett, uh, address or the opposite? The opposite. I'm taking the Everett's address off and I'm putting the one that we just verified at 5928 21st Street SE. Oh, okay. Can you keep the Everett address please 'cause that's the new address? But we currently live in Snohomish and we'll move to Everett. Okay. And then I have your best contact phone number down as 360-804-0346? Yes. And we have your email down as T-H-A-N-H-D-T-P-B-7-0@gmail.com? Yes. That's correct. Let's see. Okay, so you are eligible 'cause you have till May 11th to enroll into the health insurance. And then let me take a look and see what the requirements for that MVP is. Okay. Okay. So I have just received a request for them to do a separate eligibility review due to the fact that this is the only major medical insurance plan your staffing company offers and they require an additional eligibility review. Um, they do have the requirement of you having to be working 30 hours or more per week to be eligible for it. Once they send out for the eligibility review, if you are found eligible and wish to enroll then coverage is effective first month of the following 60 days from the day of your first paycheck. Were you doing this for employee only or were you adding any type of dependents? Um, for that I'm not too sure but you say I still have until May 11th? Yes, that is correct. Then do you want me now to just request the eligibility review and then let you know whether or not you will be able to enroll for it later on? Okay. Yes, let's do that then.

So for now, should I just go with the normal plan? The Free Rx stuff? So Free Rx is only going to be a membership, it's not actual insurance. Right. It gives you access to their prescriptions. Okay. Now, with that Free Rx, it's not going to have any coverage for like doctor's visits and stuff like that. Yeah. Usually the eligibility review takes 24 to 48 business hours. So if not by end of today, it will be end of tomorrow that I will be advising you whether or not you're eligible. If you wish to, we can hold off any enrollment being processed and hold off 'til then. But if you are eligible and you want to enroll into it, you cannot have any of the VIP plans or that Stay Healthy plan if you were to enroll into the MVP. Okay. I see. So they can't be combined. Okay, so right now I should not enroll and wait for the eligibility thing to be reviewed and everything, right? Yes, ma'am. Okay. Yes. Let's do that then. And for the Free Rx and the whole package, I'm seeing right here I also have until May 11th. Is that correct? Unless the MVP works out. That is correct. Specifically speaking for the Free Rx membership they do not have any specific requirements so you can actually enroll into it at any time- Oh, okay. ... with your particular staffing company. Okay. All right. So how do I move forward with the eligibility review? We have to wait back for them to respond within that 24 to 48 business hours we discussed. So once they get back to me and they finish doing the eligibility, I will give you a call with the results. Okay. Can you give us an email just to, like, say that we'll be back or something? There isn't any email that we provide for eligibility reviews, unfortunately. However, if it makes you feel better, the lines are recorded so our whole conversation has been recorded. Okay. That works too. So you would call back, um, or I can call you the next day, right? Tomorrow? I will be calling you as soon as they let me know, yes, ma'am. Okay, thank you. No problem. Well, is there anything else we can assist you with today? No, um, I think that's all good. Understood. Have a great day and thank you for your time today. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accra. My name is Fran Kepka. How can I assist you today?

Speaker speaker_1: Hi. I was, uh, looking at the Virtella, um, MVP plan and I was wondering how to enroll in it?

Speaker speaker_0: Virtella Telestaffing, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Well, let's take a look and see if you're eligible. Would one of the last four of your Social...

Speaker speaker_1: Last four of the Social? Um, give me one second. That will be 3192.

Speaker speaker_2: I am tired. I just need to sleep.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Uh, last name is Bui, B-U-I.

Speaker speaker_0: And this is for your benefits, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And what is the first name? Ma'am did you hear my question?

Speaker speaker_1: What was it?

Speaker speaker_0: Yes, ma'am. Um, I was asking can you please provide me your name, your first name?

Speaker speaker_1: Uh, first name Van, V-A-N.

Speaker speaker_0: Okay. So it is this one. Could you please verify your mailing address and your date of birth?

Speaker speaker_1: Date of birth, uh, February 10th, 1970. And, uh, address 5928, 121st Street Southeast, Snohomish, Washington.

Speaker speaker_0: We actually have a different address on file. It will be the one by you provided to them in your application.

Speaker speaker_1: Oh. Uh, is it the address in Everett? There?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: You said it's a different address?

Speaker speaker_0: Mm-hmm. Yes, ma'am. It will be the one that you provided to them under Policy. I mean, on your application. Sorry.

Speaker speaker_1: Oh, okay. So it's 9031 75th Street Southeast, Apartment 48, um, Everett, Washington, 98203.

Speaker speaker_0: All right. Did you need me to change it to the other one?

Speaker speaker_1: Um, yes, I think. Yeah, the MVP plan. Uh-

Speaker speaker_0: No, ma'am. I wasn't talking about the plan, the address. Did you need to update it in my system?

Speaker speaker_1: Oh. Uh, yes, please. Sorry.

Speaker speaker_0: It's okay. And you said it was 5928 21st...

Speaker speaker_1: Street Southeast. Yeah. Snohomish, Washington.

Speaker speaker_0: And what was that ZIP code?

Speaker speaker_1: Um, 98296.

Speaker speaker_0: And then that city state is S-N-O-H-O-M-I-S-H?

Speaker speaker_1: Uh, S-N-O-H... Oh, wait. S-N-O-H-O-M-I-S-H, yes.

Speaker speaker_0: Okay.

Speaker speaker_1: But are you changing from that to the Everett, uh, address or the opposite?

Speaker speaker_0: The opposite. I'm taking the Everett's address off and I'm putting the one that we just verified at 59281 21st Street SE.

Speaker speaker_1: Oh, okay. Can you keep the Everett address please 'cause that's the new address? But we currently live in Snohomish and we'll move to Everett.

Speaker speaker_0: Okay. And then I have your best contact phone number down as 360-804-0346?

Speaker speaker_1: Yes.

Speaker speaker_0: And we have your email down as T-H-A-N-H-D-T-P-B-7-0@gmail.com?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Let's see. Okay, so you are eligible 'cause you have till May 11th to enroll into the health insurance. And then let me take a look and see what the requirements for that MVP is.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So I have just received a request for them to do a separate eligibility review due to the fact that this is the only major medical insurance plan your staffing company offers and they require an additional eligibility review. Um, they do have the requirement of you having to be working 30 hours or more per week to be eligible for it. Once they send out for the eligibility review, if you are found eligible and wish to enroll then coverage is effective first month of the following 60 days from the day of your first paycheck. Were you doing this for employee only or were you adding any type of dependents?

Speaker speaker_1: Um, for that I'm not too sure but you say I still have until May 11th?

Speaker speaker_0: Yes, that is correct. Then do you want me now to just request the eligibility review and then let you know whether or not you will be able to enroll for it later on?

Speaker speaker_1: Okay. Yes, let's do that then. So for now, should I just go with the normal plan? The Free Rx stuff?

Speaker speaker_0: So Free Rx is only going to be a membership, it's not actual insurance.

Speaker speaker_1: Right.

Speaker speaker_0: It gives you access to their prescriptions.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, with that Free Rx, it's not going to have any coverage for like doctor's visits and stuff like that.

Speaker speaker_1: Yeah.

Speaker speaker_0: Usually the eligibility review takes 24 to 48 business hours. So if not by end of today, it will be end of tomorrow that I will be advising you whether or not you're eligible. If you wish to, we can hold off any enrollment being processed and hold off 'til then. But if you are eligible and you want to enroll into it, you cannot have any of the VIP plans or that Stay Healthy plan if you were to enroll into the MVP.

Speaker speaker_1: Okay. I see.

Speaker speaker_0: So they can't be combined.

Speaker speaker_1: Okay, so right now I should not enroll and wait for the eligibility thing to be reviewed and everything, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Yes. Let's do that then. And for the Free Rx and the whole package, I'm seeing right here I also have until May 11th. Is that correct? Unless the MVP works out.

Speaker speaker_0: That is correct. Specifically speaking for the Free Rx membership they do not have any specific requirements so you can actually enroll into it at any time-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... with your particular staffing company.

Speaker speaker_1: Okay. All right. So how do I move forward with the eligibility review?

Speaker speaker_0: We have to wait back for them to respond within that 24 to 48 business hours we discussed. So once they get back to me and they finish doing the eligibility, I will give you a call with the results.

Speaker speaker_1: Okay. Can you give us an email just to, like, say that we'll be back or something?

Speaker speaker_0: There isn't any email that we provide for eligibility reviews, unfortunately. However, if it makes you feel better, the lines are recorded so our whole conversation has been recorded.

Speaker speaker_1: Okay. That works too. So you would call back, um, or I can call you the next day, right? Tomorrow?

Speaker speaker_0: I will be calling you as soon as they let me know, yes, ma'am.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Well, is there anything else we can assist you with today?

Speaker speaker_1: No, um, I think that's all good.

Speaker speaker_0: Understood. Have a great day and thank you for your time today.

Speaker speaker_1: You too.