

## Transcript: Justin

**Mills-5852311318872064-5876009690120192**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin. Victoria called me about my, uh, form that I filled out for, uh, MAU. Yeah. Did she leave a voicemail by any chance? She did. Okay. Um, yeah, so we were just confirming whether if we wanna, if you wanted to enroll into medical plans through your employer. However, who is that employer, if you don't mind me asking? MAU. Okay. MAU. And what's the last four of your social? 7460. And your first and last name. John Kennedy. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Kennedy? It's 1146 Kitty Drive, Lexington, South Carolina, 29073. And confirm your date of birth for me. 3/16/76. And a good telephone number I have is 513-1848. Yes, sir. And the email I have is kennedyj176@yahoo.com. Yes, sir. Okay, so looking at no history, I do see where Vic-Victoria did make that outbound call to you. Um, so she was just calling to, um, see if what medical plan you wanted to enroll into, since you, uh, elected all of the medical plans. So she was just confirming which health insurance medical plan you wanted. Um, so let's see here. So it looks like you put down the Insure Plus Enhanced, which covers hospitals, doctors and medications, and then the Insure Plus Basic, which covers the same thing, as well as the Stay Healthy MEC, which just covered preventative services. So we were just calling to confirm which medical plan you wanted. Mm-hmm. Wh- which one is the best one? Um, well, the highest tier that's offered is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$27.13 per week. Uh, and that's for a spouse and employee? Uh, that was for employee only. For employee plus spouse, that's \$53.74 per week. That's the one we want. Okay, so employee plus spouse coverage. Yes. Okay. So let's see here. Tsk, tsk, tsk, tsk. And quick question, so the M- MEC Enhanced, did you want the, uh, additional benefit options as well, like the dental, disability, life insurance, critical illness and accident? Yes. Okay. For you and your spouse as well? Yes. Okay. So let me go ahead and see here. And quick question, uh, when did you start with MAU? Um, well, it's actually, um, May 1st was the date, yes. When you started the new assignment? Yes. Okay. Um, 'cause looking at the file right now, I'm not seeing a most recent hire date on you. So just to cover my tracks, I have to email my back office, have them do that eligibility review on you. And then once I do receive word back, I can give you a call back letting you know I've processed the enrollment for you. Okay. Okay. Um, but I do have your dependent information. Pepper Hahn, is that correct? Yes. Okay. Yes. So let's see. So like I said, let me reach out to my back office, have them confirm that eligibility for you. And then once I do receive word back, I'll give you that call back. Okay, John? Okay. Thank you. You're welcome. Is there anything else I could assist you with today? Um, nope. Uh, and just so you know, I'm about to go in and start the shift, so if I don't answer the phone, you can just leave me a message saying all's good. Awesome. I will do that if I'm unable to reach you, okay? All

right. Thank you. You're welcome, John. You have a great day, all right? You too. Bye-bye. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, Justin. Victoria called me about my, uh, form that I filled out for, uh, MAU.

Speaker speaker\_0: Yeah. Did she leave a voicemail by any chance?

Speaker speaker\_1: She did.

Speaker speaker\_0: Okay. Um, yeah, so we were just confirming whether if we wanna, if you wanted to enroll into medical plans through your employer. However, who is that employer, if you don't mind me asking?

Speaker speaker\_1: MAU.

Speaker speaker\_0: Okay.

Speaker speaker\_1: MAU.

Speaker speaker\_0: And what's the last four of your social?

Speaker speaker\_1: 7460.

Speaker speaker\_0: And your first and last name.

Speaker speaker\_1: John Kennedy.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Mr. Kennedy?

Speaker speaker\_1: It's 1146 Kitty Drive, Lexington, South Carolina, 29073.

Speaker speaker\_0: And confirm your date of birth for me.

Speaker speaker\_1: 3/16/76.

Speaker speaker\_0: And a good telephone number I have is 513-1848.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is kennedyj176@yahoo.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at no history, I do see where Vic- Victoria did make that outbound call to you. Um, so she was just calling to, um, see if what medical plan you wanted

to enroll into, since you, uh, elected all of the medical plans. So she was just confirming which health insurance medical plan you wanted. Um, so let's see here. So it looks like you put down the Insure Plus Enhanced, which covers hospitals, doctors and medications, and then the Insure Plus Basic, which covers the same thing, as well as the Stay Healthy MEC, which just covered preventative services. So we were just calling to confirm which medical plan you wanted.

Speaker speaker\_1: Mm-hmm. Wh- which one is the best one?

Speaker speaker\_0: Um, well, the highest tier that's offered is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor and medication coverage at \$27.13 per week.

Speaker speaker\_1: Uh, and that's for a spouse and employee?

Speaker speaker\_0: Uh, that was for employee only. For employee plus spouse, that's \$53.74 per week.

Speaker speaker\_1: That's the one we want.

Speaker speaker\_0: Okay, so employee plus spouse coverage.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So let's see here. Tsk, tsk, tsk, tsk. And quick question, so the M-MEC Enhanced, did you want the, uh, additional benefit options as well, like the dental, disability, life insurance, critical illness and accident?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. For you and your spouse as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So let me go ahead and see here. And quick question, uh, when did you start with MAU?

Speaker speaker\_1: Um, well, it's actually, um, May 1st was the date, yes.

Speaker speaker\_0: When you started the new assignment?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, 'cause looking at the file right now, I'm not seeing a most recent hire date on you. So just to cover my tracks, I have to email my back office, have them do that eligibility review on you. And then once I do receive word back, I can give you a call back letting you know I've processed the enrollment for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, but I do have your dependent information. Pepper Hahn, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yes.

Speaker speaker\_0: So let's see. So like I said, let me reach out to my back office, have them confirm that eligibility for you. And then once I do receive word back, I'll give you that call back. Okay, John?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: Um, nope. Uh, and just so you know, I'm about to go in and start the shift, so if I don't answer the phone, you can just leave me a message saying all's good.

Speaker speaker\_0: Awesome. I will do that if I'm unable to reach you, okay?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome, John. You have a great day, all right?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.