

Transcript: Justin

Mills-5962902555246592-4727002529710080

Full Transcript

Thank you for calling Better Health insurance. This is Justin. How can I help you today? Um, I was needin' to make sure I have the right plan. So you need to make sure you picked the right plan? Yeah. I got a call saying that, because I just signed up, and I got a call saying that I needed to call back and I only have 30 days. Okay. What's the staffing agency you work for? Um... One moment. Hamilton Riker. Okay, so Hamilton Riker and the last four of your social. Seven-five-six-seven. Seven-five-six-seven, okay. And what was your first and last name? Anisa Carter. And for security purposes, can you verify your home address, including city, state and zip code, Anisa? 523 Walker Street, Hartford, Kentucky 42347. Okay. And your date of birth? 8/28/90. And a good telephone number has 270-421-9170. Yep, that's correct. And the email has anisacarter28@gmail. It's correct. I just did all this. Correct. Okay, so I'm just verifying information. It's my job to do that, so thank you. Um, however, the checking note history, I do see there was an outbound call too regarding coverage level mismatch. Uh, you put down you wanted both MEC medical plans, which are both preventative service plans, so we were just confirming which MEC medical plan you wanted. They couldn't really give me too much information whenever I was signing up for it, which is why the error was made. So I'm not really sure. Totally understand. So the Stay Healthy MEC TeleRx, which is the \$14.92 a week plan, uh, that covers just preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. Yeah, I want full health. While the... Okay. While the MEC Enhanced covers preventative healthcare services as well as hospitals, doctors and medications for \$42.68. Oh no, so I thought this was for like the health insurance. I can take the, the \$14 one for the preventative. Okay, um, so let's see here. So this is health insurance offered through Hamilton Riker. Um, looks like the representative that last left voicemail put you on the MEC TeleRx, so you have a pending enrollment for that one. So you just, you wanted to confirm that medical plan as well? Yeah, so that's the only... They only do preventative. It's not like full health insurance. Mm-hmm. Um, they do offer other medical plans, the VIP plans which cover hospitals, doctors and medications as well. Um, however, those range from \$16.80 to \$18.57. Yeah, let me get the \$18 one. Okay. Did you want to keep the preventative service plan as well or no? So but it doesn't cover... So there's not one plan that just covers it all? Um, so the MEC Enhanced, like I said, covers preventative services as well as hospitals, doctors and medications. Yeah, do that one. Okay. Let's see here. And you wanted the virtual primary care dental vision and behavioral health, correct? Yeah. Okay. Dental, vision, behavioral health... One, two, three, four. Okay. So doing all of those would make your total deductions \$55.42 per week. Do you authorize Hamilton Riker to make the deduction for you? Sure. Why ever. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$55.42 come off your paycheck. Coverage begins the Monday we

receive that deduction from Hamilton Riker. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today? Nope. Thanks. You're welcome. Have a great week.

Conversation Format

Speaker speaker_0: Thank you for calling Better Health insurance. This is Justin. How can I help you today?

Speaker speaker_1: Um, I was needin' to make sure I have the right plan.

Speaker speaker_0: So you need to make sure you picked the right plan?

Speaker speaker_1: Yeah. I got a call saying that, because I just signed up, and I got a call saying that I needed to call back and I only have 30 days.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um... One moment. Hamilton Riker.

Speaker speaker_0: Okay, so Hamilton Riker and the last four of your social.

Speaker speaker_1: Seven-five-six-seven.

Speaker speaker_0: Seven-five-six-seven, okay. And what was your first and last name?

Speaker speaker_1: Anisa Carter.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Anisa?

Speaker speaker_1: 523 Walker Street, Hartford, Kentucky 42347.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: 8/28/90.

Speaker speaker_0: And a good telephone number has 270-421-9170.

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: And the email has anisacarter28@gmail.

Speaker speaker_1: It's correct. I just did all this. Correct.

Speaker speaker_0: Okay, so I'm just verifying information. It's my job to do that, so thank you. Um, however, the checking note history, I do see there was an outbound call too regarding coverage level mismatch. Uh, you put down you wanted both MEC medical plans, which are both preventative service plans, so we were just confirming which MEC medical plan you wanted.

Speaker speaker_1: They couldn't really give me too much information whenever I was signing up for it, which is why the error was made. So I'm not really sure.

Speaker speaker_0: Totally understand. So the Stay Healthy MEC TeleRx, which is the \$14.92 a week plan, uh, that covers just preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Yeah, I want full health.

Speaker speaker_0: While the... Okay. While the MEC Enhanced covers preventative healthcare services as well as hospitals, doctors and medications for \$42.68.

Speaker speaker_1: Oh no, so I thought this was for like the health insurance. I can take the, the \$14 one for the preventative.

Speaker speaker_0: Okay, um, so let's see here. So this is health insurance offered through Hamilton Riker. Um, looks like the representative that last left voicemail put you on the MEC TeleRx, so you have a pending enrollment for that one. So you just, you wanted to confirm that medical plan as well?

Speaker speaker_1: Yeah, so that's the only... They only do preventative. It's not like full health insurance.

Speaker speaker_0: Mm-hmm. Um, they do offer other medical plans, the VIP plans which cover hospitals, doctors and medications as well. Um, however, those range from \$16.80 to \$18.57.

Speaker speaker_1: Yeah, let me get the \$18 one.

Speaker speaker_0: Okay. Did you want to keep the preventative service plan as well or no?

Speaker speaker_1: So but it doesn't cover... So there's not one plan that just covers it all?

Speaker speaker_0: Um, so the MEC Enhanced, like I said, covers preventative services as well as hospitals, doctors and medications.

Speaker speaker_1: Yeah, do that one.

Speaker speaker_0: Okay. Let's see here. And you wanted the virtual primary care dental vision and behavioral health, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Dental, vision, behavioral health... One, two, three, four. Okay. So doing all of those would make your total deductions \$55.42 per week. Do you authorize Hamilton Riker to make the deduction for you?

Speaker speaker_1: Sure. Why ever.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$55.42 come off your paycheck. Coverage begins the Monday we receive that deduction from

Hamilton Riker. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today?

Speaker speaker_1: Nope. Thanks.

Speaker speaker_0: You're welcome. Have a great week.