

Transcript: Pamela

Blanc-4995693165723648-6008918598533120

Full Transcript

Thank you for calling Medical Center Card. This is Sandra speaking. How may I help you? Um, yes, um, I was calling to, uh, I was trying to call to do the, uh, enrollment thing for insurance. Who do you work for, ma'am? Heartins Personal. Okay. Um, may I have the last four digits of your Social? Ma'am? The last four digits of your Social. Oh, 0894. 0894? Mm-hmm. Your first and last name? Vanessa Ingram. Ms. Ingram, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and birth date of birth. Okay. Uh, the address is 9161 City Pine Road, Covington, Georgia 30014. Date of birth, 10/04/02. Thank you for the information. We have a phone number of 54706335487 and- Yes, ma'am. ... your email is nessaingram11@gmail.com? Yes, ma'am. At what time would you like to enroll for, ma'am? Um, I forgot. Can you, um... 'Cause I remember some, um, I went over the, uh, the different plans with the lady, but I forgot what the, uh, plans were, like, what plan was- So these insurance are not like major insurance, so they do have plans, but they have the plans that they already have a set amount. Uh-huh. They have, um, VIP Standard, VIP Plus and VIP Prime. The difference between them three is the amount you'll pay per paycheck and the amount that the insurance card will cover. Okay. And, um, they also have the preventive, the preventive care plan, which is the Stay Healthy MC and then the MC Enhanced. Um, so, but have you seen the benefit guide at all? Mm-mm. Excuse me. Because it will be good if you see the difference between the plans to make sure you choose the correct one. Bear with me one second. All right. Okay. The last day to enroll would be on Monday. If you would like, I could send you the complete guide to your email. Okay. So that way you could choose the correct one, like I said, since they have already a set amount that they're going to pay. For example, some of the plans that if you go to the doctor's visit, the insurance only going to cover \$50.00 towards the visit. Okay. Would you like me to email you the benefits? Yes. Okay. So the emails coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Um, also make sure you give us a call back, let's see, before the 10th. Okay. The email is coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Is there anything else I can do for you, ma'am? No, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Center Card. This is Sandra speaking. How may I help you?

Speaker speaker_1: Um, yes, um, I was calling to, uh, I was trying to call to do the, uh, enrollment thing for insurance.

Speaker speaker_0: Who do you work for, ma'am?

Speaker speaker_1: Heartins Personal.

Speaker speaker_0: Okay. Um, may I have the last four digits of your Social?

Speaker speaker_1: Ma'am?

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: Oh, 0894.

Speaker speaker_0: 0894?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Vanessa Ingram.

Speaker speaker_0: Ms. Ingram, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and birth date of birth.

Speaker speaker_1: Okay. Uh, the address is 9161 City Pine Road, Covington, Georgia 30014. Date of birth, 10/04/02.

Speaker speaker_0: Thank you for the information. We have a phone number of 54706335487 and-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... your email is nessaingram11@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: At what time would you like to enroll for, ma'am?

Speaker speaker_1: Um, I forgot. Can you, um... 'Cause I remember some, um, I went over the, uh, the different plans with the lady, but I forgot what the, uh, plans were, like, what plan was-

Speaker speaker_0: So these insurance are not like major insurance, so they do have plans, but they have the plans that they already have a set amount.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: They have, um, VIP Standard, VIP Plus and VIP Prime. The difference between them three is the amount you'll pay per paycheck and the amount that the insurance card will cover.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, they also have the preventive, the preventive care plan, which is the Stay Healthy MC and then the MC Enhanced. Um, so, but have you seen the benefit guide at all?

Speaker speaker_1: Mm-mm.

Speaker speaker_0: Excuse me. Because it will be good if you see the difference between the plans to make sure you choose the correct one. Bear with me one second.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. The last day to enroll would be on Monday. If you would like, I could send you the complete guide to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: So that way you could choose the correct one, like I said, since they have already a set amount that they're going to pay. For example, some of the plans that if you go to the doctor's visit, the insurance only going to cover \$50.00 towards the visit.

Speaker speaker_1: Okay.

Speaker speaker_0: Would you like me to email you the benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the emails coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Um, also make sure you give us a call back, let's see, before the 10th.

Speaker speaker_1: Okay.

Speaker speaker_0: The email is coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Is there anything else I can do for you, ma'am?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Okay.