

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Unacroyd. This is Pamela speaking. How may I help you? Hey, there. Um, I think I'm getting ready to enroll in the MVP plan, um, but I want to know which... Like, I need to know or verify that Pharmavale is connected to that program, 'cause I just called them and checked on my medications. Okay. And who do you work for, ma'am, so I can pull up our benefit guide? Okay. The Resource. You- uh, the last four digits of your Social. 9323. And your first and last name? Karen Morton. Thank you. Ms. Morton, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and, hmm, and date of birth? Yes. 112 Timber Creek Court, Kings, North Carolina, 27021. And my date of birth is 3-21-69. Thank you for the information. All right. Let me check here. So you said the MVP? Yes. Just bear with me. Okay. So let me clean up you file. I'm, I'm having a little hard time pulling up the benefit guide. Just bear with me. Okay. Ma'am, Ms. Morton? Yes. Yeah. I'm so s- sorry you waited this long, but I wanted to give you the correct information, because the MVP also has, um, besides the PharmaVail, it has the Elixir, which is for your preventive medication. Um, you will find all that information when you get the paperwork when you enroll. Um, so you want me to proceed with the enrollment? Okay. Just to clarify, the PharmaVail is included in the MVP? Yes, ma'am. Okay. Um, then I need to decide if I need to do, if I want to do MVP or VIP Classic. In your opinion, which one is the better plan? Well, the MVP is a totally different plan by the VIP, because the MVP, it has a high deductible that you have to meet before you, they start paying 100%. When you called earlier or before, did they explain to you how the MVP works? They did. Um, and then they talked about, um, the VIP plan as well. Mm-hmm. When you say high deductible, does it give you an amount? Yes, \$6,500. \$6,500? Okay. All right. Well let me- Have you seen the benefit guide? Have I seen it? Uh-huh. Yes, I have it in my hand, but it didn't, I didn't see that on there. Okay. So because that, do you have a like a PDF file? I do, yeah. Okay, so on page seven, that's where the benefit- Okay. ... summary for the MVP, that's where you're going to find it. Oh, I see it up there now, \$6,500. Okay. Okay. All right, thank you so much. I need to, um, just verify this with my husband and then I will give you a call back to enroll. No problem. We're here from 8:00 AM to 8:00 PM Eastern time. Okay. Thank you so much. Have a good... You too, ma'am. Mm, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Unacroyd. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, there. Um, I think I'm getting ready to enroll in the MVP plan, um, but I want to know which... Like, I need to know or verify that Pharmavale is connected to that program, 'cause I just called them and checked on my medications.

Speaker speaker_0: Okay. And who do you work for, ma'am, so I can pull up our benefit guide?

Speaker speaker_1: Okay. The Resource.

Speaker speaker_0: You- uh, the last four digits of your Social.

Speaker speaker_1: 9323.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Karen Morton.

Speaker speaker_0: Thank you. Ms. Morton, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and, hmm, and date of birth?

Speaker speaker_1: Yes. 112 Timber Creek Court, Kings, North Carolina, 27021. And my date of birth is 3-21-69.

Speaker speaker_0: Thank you for the information. All right. Let me check here. So you said the MVP?

Speaker speaker_1: Yes.

Speaker speaker_0: Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: So let me clean up your file. I'm, I'm having a little hard time pulling up the benefit guide. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Ma'am, Ms. Morton?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_0: I'm so s- sorry you waited this long, but I wanted to give you the correct information, because the MVP also has, um, besides the PharmaVail, it has the Elixir, which is for your preventive medication. Um, you will find all that information when you get the paperwork when you enroll. Um, so you want me to proceed with the enrollment?

Speaker speaker_1: Okay. Just to clarify, the PharmaVail is included in the MVP?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Um, then I need to decide if I need to do, if I want to do MVP or VIP Classic. In your opinion, which one is the better plan?

Speaker speaker_0: Well, the MVP is a totally different plan by the VIP, because the MVP, it has a high deductible that you have to meet before you, they start paying 100%. When you called earlier or before, did they explain to you how the MVP works?

Speaker speaker_1: They did. Um, and then they talked about, um, the VIP plan as well.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: When you say high deductible, does it give you an amount?

Speaker speaker_0: Yes, \$6,500.

Speaker speaker_1: \$6,500? Okay. All right. Well let me-

Speaker speaker_0: Have you seen the benefit guide?

Speaker speaker_1: Have I seen it?

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Yes, I have it in my hand, but it didn't, I didn't see that on there.

Speaker speaker_0: Okay. So because that, do you have a like a PDF file?

Speaker speaker_1: I do, yeah.

Speaker speaker_0: Okay, so on page seven, that's where the benefit-

Speaker speaker_1: Okay.

Speaker speaker_0: ... summary for the MVP, that's where you're going to find it.

Speaker speaker_1: Oh, I see it up there now, \$6,500.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. All right, thank you so much. I need to, um, just verify this with my husband and then I will give you a call back to enroll.

Speaker speaker_0: No problem. We're here from 8:00 AM to 8:00 PM Eastern time.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Have a good... You too, ma'am.

Speaker speaker_1: Mm, bye-bye.