

## **Transcript: Pearl**

**Rojas-5495258386972672-5022329706561536**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, am I with Mr. Vaughn? Yes, it is. Hi, my name is Pearl. I'm calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Riker Group. Okay. We are, um, processing healthcare enrollment forms today, and you chose a couple plans that can't be chosen together, so we're just calling to clarify which plan you're wanting to enroll in. You chose the Stay Healthy MEC Enhanced for \$42.60, 68 cents a week, which is medical and preventative health in one. This plan has copays for certain services and then the insurance carrier takes care of the remainder of the bill. Um, and then you also chose the VIP Standard, which is another medical plan, for \$16.80 a week. That plan doesn't have copays or deductibles, but the plan only covers up to a set dollar amount and then you're responsible for the rest. So did you want the plan with preventative health and medical in one, or the medical and preventative health separate in two plans? The, the one that has 'em in one, the one with copay. Okay. Give me one second. Let me go ahead and put that here. Okay, so that plus your other options, you chose dental, life insurance, vision, um, vision, critical illness, group accidents, behavioral health, and identity theft protection. So your weekly deductions are gonna be a \$57.38. All righty. Okay. It'll take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental, vision, and preventative health card in the mail, and your medical will go to your email. All righty. Do you have any questions? I do not. Thank you so much for attending my call. You have a great day. Thank you. You too. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, am I with Mr. Vaughn?

Speaker speaker\_2: Yes, it is.

Speaker speaker\_1: Hi, my name is Pearl. I'm calling from Benefits in a Card, calling on behalf of your staffing agency, the Hamilton Riker Group.

Speaker speaker\_2: Okay.

Speaker speaker\_1: We are, um, processing healthcare enrollment forms today, and you chose a couple plans that can't be chosen together, so we're just calling to clarify which plan you're wanting to enroll in. You chose the Stay Healthy MEC Enhanced for \$42.60, 68 cents a

week, which is medical and preventative health in one. This plan has copays for certain services and then the insurance carrier takes care of the remainder of the bill. Um, and then you also chose the VIP Standard, which is another medical plan, for \$16.80 a week. That plan doesn't have copays or deductibles, but the plan only covers up to a set dollar amount and then you're responsible for the rest. So did you want the plan with preventative health and medical in one, or the medical and preventative health separate in two plans?

Speaker speaker\_2: The, the one that has 'em in one, the one with copay.

Speaker speaker\_1: Okay. Give me one second. Let me go ahead and put that here. Okay, so that plus your other options, you chose dental, life insurance, vision, um, vision, critical illness, group accidents, behavioral health, and identity theft protection. So your weekly deductions are gonna be a \$57.38.

Speaker speaker\_2: All righty.

Speaker speaker\_1: Okay. It'll take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental, vision, and preventative health card in the mail, and your medical will go to your email.

Speaker speaker\_2: All righty.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: I do not.

Speaker speaker\_1: Thank you so much for attending my call. You have a great day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Okay.