

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Schink, please. Hello? Hello? With Ms. Schink? You mean Schink? Yes. Yes. My name... Um, my name is from Benefits in a Card on behalf of your staffing agency, the Hamilton-Riker Group. Yes, I know. So today, we are processing healthcare enrollment forms and on your form, you chose two plans that can be chosen together. You chose a preventative health plan that's called MEC TelRx for \$14.92 a week, but then you also chose the MEC Enhanced, which is preventative health and medical in one. So we're just going to see which plan you're wanting to enroll in, 'cause apart from those three, you also chose a medical plan by itself. I'm sorry, that was my boyfriend. I think that's me. Um, can I get the first one, please? Okay, so do you want the preventative health plan on its own and then your medical on its own? Not them, not both of them together? Um, I don't know which one sounds perfect to be honest. Okay, so, um, let me explain a little better to you. The MEC Enhanced is preventative health and medical in one, it covers both, uh, both services. It has copays, but after you pay the copay, the insurance carrier takes care of the rest of the, the bill, um, and then with the other two plans, it's preventative health, which is MEC TelRx, and the VIP Standard. The VIP Standard doesn't have copays or deductibles, but it only covers each service up to a certain dollar amount. Hm, okay. Um... Hmm. Am I allowed to get both of them? Yeah, so you can get the MEC TelRx and the VIP Standard. Um, you can choose both of those as separate plans or you can choose the MEC Enhanced, which is both of those in one if you, um, both of them in one technically. Um, I'll get both of them. Does that make- I'm fine. But did you, so you want them separately though? Instead of bundled, instead of in one plan together? Yeah. Okay. Let's see. Can you come over here? All right, so if you do those two plans, those two plans separately plus the other options you chose, your weekly deductions are going to be \$36.96. Is that okay? So, I have to pay for it right now? Is, is that what's happening? No, they're, it's gonna come out of your payroll check. Okay. How much is it again? It's \$36.96 a week. Okay. Okay, it'll take one to two weeks for the staffing agency to start those deductions. Once they do, the following Monday they're active, and then later that week you'll receive your dental and preventive health card in the mail and your medical will go to your email. Okay. Do you have any questions? No, ma'am. Thank you so much for attending my call. You have a great day. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, with Ms. Schink, please. Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: With Ms. Schink?

Speaker speaker_2: You mean Schink?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes.

Speaker speaker_1: My name... Um, my name is from Benefits in a Card on behalf of your staffing agency, the Hamilton-Riker Group.

Speaker speaker_2: Yes, I know.

Speaker speaker_1: So today, we are processing healthcare enrollment forms and on your form, you chose two plans that can be chosen together. You chose a preventative health plan that's called MEC TelRx for \$14.92 a week, but then you also chose the MEC Enhanced, which is preventative health and medical in one. So we're just going to see which plan you're wanting to enroll in, 'cause apart from those three, you also chose a medical plan by itself.

Speaker speaker_2: I'm sorry, that was my boyfriend. I think that's me. Um, can I get the first one, please?

Speaker speaker_1: Okay, so do you want the preventative health plan on its own and then your medical on its own? Not them, not both of them together?

Speaker speaker_2: Um, I don't know which one sounds perfect to be honest.

Speaker speaker_1: Okay, so, um, let me explain a little better to you. The MEC Enhanced is preventative health and medical in one, it covers both, uh, both services. It has copays, but after you pay the copay, the insurance carrier takes care of the rest of the, the bill, um, and then with the other two plans, it's preventative health, which is MEC TelRx, and the VIP Standard. The VIP Standard doesn't have copays or deductibles, but it only covers each service up to a certain dollar amount.

Speaker speaker_2: Hm, okay. Um... Hmm. Am I allowed to get both of them?

Speaker speaker_1: Yeah, so you can get the MEC TelRx and the VIP Standard. Um, you can choose both of those as separate plans or you can choose the MEC Enhanced, which is both of those in one if you, um, both of them in one technically.

Speaker speaker_2: Um, I'll get both of them.

Speaker speaker_1: Does that make-

Speaker speaker_2: I'm fine.

Speaker speaker_1: But did you, so you want them separately though? Instead of bundled, instead of in one plan together?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Let's see. Can you come over here? All right, so if you do those two plans, those two plans separately plus the other options you chose, your weekly deductions are going to be \$36.96. Is that okay?

Speaker speaker_2: So, I have to pay for it right now? Is, is that what's happening?

Speaker speaker_1: No, they're, it's gonna come out of your payroll check.

Speaker speaker_2: Okay. How much is it again?

Speaker speaker_1: It's \$36.96 a week.

Speaker speaker_2: Okay.

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 they're active, and then later that week you'll receive your dental and preventive health card in the mail and your medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Thank you so much for attending my call. You have a great day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye.