

Transcript: Sara

Marulanda-4599954555748352-5391232889470976

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Melinda Otero? It is. Hi, Ms. Otero. And this is, uh, this is Benefits in a Card calling on behalf of Marcella Otero staffing? Yes. Okay. We're processing the enrollment forms for healthcare coverage. You request coverage for employee plus his spouse for sh- for term life and vision, but we don't have the, the spouse information. So the question is do you still want it for both of you, or just yourself? It wouldn't let me do the vision without doing the life and, the life stuff. It makes you do both. I want the vision for both of us. Okay. But I don't want the term life for both of us, just for me. Okay. Let me check that for you. Give me just a minute, please. So you say that it doesn't allow you to get the vision only for yourself, right? Right. I want the vision for both of us, and when it does that, uh, it makes you do the term life for both. It won't let you have the other option of just doing the term life for you. Oh. Because you're, you're... I mean, they have a vertical restriction. That means you're not allowed to mix and match. Whatever you want him to be on, you will have to be on that as well. Okay. I want vision for both of us. Okay. But it won't let me do the term life just for me. It's making me do term life for both of us. Yeah, it's gonna have to be for both of you. Okay. That's what I want then. And... No, but there was... M- what I'm calling you is because we don't have his information, the dependent. We don't have a name, last name, Social Security number, or date of birth. We need that information. Oh, it didn't ask... It didn't ask for any of that. Ah, well, what we needed, uh, because of the way, um, the coverage is not gonna be... We don't know who it's gonna get the coverage for. Okay. So what do I do? How do I fix that? 'Cause it didn't ask for anything from him. Okay. That's what I'm a- uh, that's what I'm calling you, ma'am, uh, to get that information. Okay. So what is his first name? Philip, P-H-I-L-I-P. Okay. Any middle initial? J. Last name? Otero, O-T-E-R-O. Um, Mr. Otero's Social Security number? Hold on one second. I just wrote that down. I should have it memorized, but I don't. Sure thing. It's 526... Okay. ... 39... Okay. ... 8515. 526-3985155. Correct. Ma'am, uh, his date of birth. February 5th, 1959. Five nine. 1959 February 5th. Yes. All righty, ma'am. Thank you very much. So, okay, let me see. Yes. We got everything that we need. Uh, do you- Okay. ... have any questions for us? Um, I... Will I get the pamphlet about the vision and what they offer in the mail, or how am I gonna get what the vision offers? Okay. I can send you a benefit guide right now to your email. And then you can send it- Well, I went to the benefit guide, but it doesn't say what the vision offers. It didn't say like if you get a free pair of glasses every year, if you get free contacts every year. It didn't tell me what, what this insurance is gonna give me. Okay. The benefit guide says the copay for the exam will be \$10, copay for lenses and frames \$25. Okay. And you will get a claims allowance of \$130. Oh, okay. 'Cause it didn't say that it... Can you send me that? 'Cause it didn't say that, which- Yeah, sure. ... in the... Okay, perfect, perfect. Yeah, sure. I gonna send you that to your email right now. Give me one second,

please. You're awesome. Thank you. You're more than welcome, ma'am. And that way, okay, you're gonna have that information there with you. I'm gonna send that to 03Otero@gmail.com. Is that correct? Correct. Okay. So it's \$10 copay, right? Yes. So it's just the exam- So it's just the exam? Okay. Hold on. Hold on, please. What happens if- I'll tell you for that. Okay. For a vision, the copay for the exam \$10. Uh-huh. Copay for lenses and frames \$25, and you will get a claims allowance of \$130. Perfect. Okay, thank you. You're more than welcome. Is there anything else that I can help you with, ma'am? No, that's it. Thank you. Okay. Have a wonderful day, and thank you for accepting our call from Benefits in a Card. Thank you. You're welcome. Bye-bye. Hey, babe?

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello. May I speak with Melinda Otero? It is. Hi, Ms. Otero. And this is, uh, this is Benefits in a Card calling on behalf of Marcella Otero staffing? Yes. Okay. We're processing the enrollment forms for healthcare coverage. You request coverage for employee plus his spouse for sh- for term life and vision, but we don't have the, the spouse information. So the question is do you still want it for both of you, or just yourself? It wouldn't let me do the vision without doing the life and, the life stuff. It makes you do both. I want the vision for both of us. Okay. But I don't want the term life for both of us, just for me. Okay. Let me check that for you. Give me just a minute, please. So you say that it doesn't allow you to get the vision only for yourself, right? Right. I want the vision for both of us, and when it does that, uh, it makes you do the term life for both. It won't let you have the other option of just doing the term life for you. Oh. Because you're, you're... I mean, they have a vertical restriction. That means you're not allowed to mix and match. Whatever you want him to be on, you will have to be on that as well. Okay. I want vision for both of us. Okay. But it won't let me do the term life just for me. It's making me do term life for both of us. Yeah, it's gonna have to be for both of you. Okay. That's what I want then. And... No, but there was... M- what I'm calling you is because we don't have his information, the dependent. We don't have a name, last name, Social Security number, or date of birth. We need that information. Oh, it didn't ask... It didn't ask for any of that. Ah, well, what we needed, uh, because of the way, um, the coverage is not gonna be... We don't know who it's gonna get the coverage for. Okay. So what do I do? How do I fix that? 'Cause it didn't ask for anything from him. Okay. That's what I'm a- uh, that's what I'm calling you, ma'am, uh, to get that information. Okay. So what is his first name? Philip, P-H-I-L-I-P. Okay. Any middle initial? J. Last name? Otero, O-T-E-R-O. Um, Mr. Otero's Social Security number? Hold on one second. I just wrote that down. I should have it memorized, but I don't. Sure thing. It's 526... Okay. ... 39... Okay. ... 8515. 526-3985155. Correct. Ma'am, uh, his date of birth. February 5th, 1959. Five nine. 1959 February 5th. Yes. All righty, ma'am. Thank you very much. So, okay, let me see. Yes. We got everything that we need. Uh, do you- Okay. ... have any questions for us? Um, I... Will I get the pamphlet about the vision and what they offer in the mail, or how am I gonna get what the vision offers? Okay. I can send you a benefit guide right now to your email. And then you can send it- Well, I went to the benefit guide, but it doesn't say what the vision offers. It didn't say like if you get a free pair of glasses every year, if you get free contacts every year. It didn't tell me what, what this insurance is gonna give me.

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