

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yes, my name is Shiva, S-H-I-V-A. And last name, do you need my last name, too? Uh, if you want me... If you wanna provide it, it's okay. Ah. I mean, I can, but if you need it, it's, it's Devarinti. But I don't know. You tell me if you need it just yet to look anything up. I don't need it. At this point of the call- Okay. ... I don't need it. So how are you doing today? Okay. I'm good. I'm good. I always get confused when people ask me, um, their name on, on a call right away. I'm like, "Hmm, are they looking me up or do they just need it to say hi?" So- No, I just need to put your name, how to call you, f&%\$#. Yeah. How, how may I help you today, sir? Uh, so I, I just, uh, started working with the Greatest Circle about, uh, four weeks ago, and I wanted to make sure to sign up for the benefits before that 30-day period for enrollment, um, you know, fell off. Sure. Sure, I can help you with that. May I have the last four of your Social Security number? Yeah, 0514... Okay, now I'm gonna need your last name. Ah, look at that. Now, it's, uh, it's Devarinti, but I can spell it out though if you need to- It's very easy. ... if you need me to. Uh, I got you already. I just need to confirm that I have the, the file as it is. Um, okay. Yeah. Uh, Mr. Shiva Devarinti, and, uh, just for security purposes, can you please verify your address and date of birth? Yeah, I think the address listed is 1709 Floyd Way, uh, Gatlinburg, Tennessee. I can't remember the ZIP Code. It's like 37332 maybe. 37738. You're correct. Se- okay, all right. No, it's- And- ... oh, it's somewhere there, so. And is your email shiva.devarinti@outlook.com? At Outlook, yep. 914-843-6401? Yep. And your date of birth? December 6th, 1989. Thank you very much. Okay. Yeah, sir, you're still under your personal open enrollment period. Um, have any idea what you would like to enroll at? Yeah, sure, um, it's employee only, and I'm just looking at this PDF here. Uh, preventive medical care, Preferred Choice, Plus Indemnity. Uh, probably just sign up for the best thing there is, so Insurer- Wait, what insurance? ... Plus Premier. Insurer Plus Premier? I'll probably sign up for Insurer Plus Premier. Is, is... that's, uh, that's the best plan that there is, right? Yeah. That's the one that most covers, yes. Okay, yeah, that makes sense. Because, remember, this insurance will cover the flat fee. Yeah. So, uh, the... I'm sorry. Go ahead. No, no. I'm just listening to you. Okay. The Insurer Plus Premier is one that, um, most will cover for, uh, like a daily hospital confinement, uh, coronary care unit and surgery, um, hospital recurrency because... Okay, that's the one that most cover for those plan- those, uh, benefits. But for outpatient sickness, uh, diagnostic testing, wellness, uh, exam or test, all three cover the same. And all three include the group hospital, um, the group accident. So the main difference is on the hospital confinement, uh, intensive care or coronary care unit, uh, annual fees of recurrency hospital, and for surgical. Okay. Yeah, no, it's... I'll just do the Insurer Plus Premier. That's fine. Okay, perfect. Um, other than that one, there is any other plan down you would like to enroll at? Like- Yeah, just go down the list. ... this one, um...

I'll add in dental vision. Yeah, it's good to have clean teeth, I guess. So we'll, we'll add in dental vision and, um, uh... You know what? I'm fine with skipping term life. Um, actually can... Is dental vision and term life... Oh, it's a bundle, right? Yeah, that's fine. You just add the bundles. Yes, it's a bundle. That's, that's fine. Um, all right. Yeah, that would be good, critical illness. What, what's a critical illness? Like, like cancer and stuff? It's... Yes, like, like in case you have a cancer, um, the name is Critical Illness With Cancer Benefits, uh, um, the benefit amount- Yeah, sure. ... on my computer. I hope not to have any such thing, but sure. Okay. So you want... no? Yep. Uh, I'm sorry. I lost you for a second. But, yeah, let's add critical illness, let's add accident, let's add tele behavioral health and free Rx. Just go ahead and add all five. Okay. Acci-... Yes. Accident is already included in the Insurer Plus Premier, but you have the right to get another accident if you want it. No, one is good. We'll see. I don't think I need two layers. Okay. Okay, so we have- You know what? Let's just pause for a second. I'm gonna ask you this. With accident, does that cover motorcycle crashes? Okay. They don't specify what type of accident. What they say is just in case you need to go to emergency room for any accident. Okay. It could be a motorcycle. It could be if you're, you know, you cut yourself, a finger accident. Something that- Okay. ... you wasn't counting with. Yeah, that's fine. Yeah, we don't need to add that twice if, if it's already included, that's okay. We're good. Yes, it's already included. Okay, so at this point we have Insure Plus Premier, dental term life and vision, and critical illness. Do you need any, um, like, uh, pre- prescription coverage other than the one that Insure Plus Premier would provide you? Um, what's the free RX? That's, that's one more thing, right? You could add free R- RX and tele-behavior help? Oh, okay. You want that. The free RX is, uh, like, a 50% off on all medications and free medications, acute and chronic medications. Okay, you know what? I'll skip the free RX. I don't even take any meds, so that's fine. Okay. Free RX, skip it. Yeah. Okay. Uh, did you say behavioral health? Yeah, that'd be good. Okay. So we got Insure Plus Premier, dental term life and vision, uh, critical illness, and behavioral health. Yep. Okay. So the total weekly deduction is going to be \$46.82. Okay. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following month, that's when your coverage became active. And as you're going to receive your dental and vision ID cards by the end of that week at your mailing address. Okay. Uh, and the medical is going to be sent to your email. If you would like to receive a hard copy of the medical, you will need to give us a call once you see the first deduction. That way we can, uh, make the request for the ID card to be, uh, sent, because they don't send that automatically. Okay. All sounds good. Okay. What else? What else? Um, okay. We're going to need a beneficiary. Like for your term life, who would you like to receive the benefit in case something happened to you? Uh, do, do I need to give you a Social Security? 'Cause I don't know the beneficiary's Social- No. No, we just need the name, last name, relationship, and how much you want to leave, like a, the percentage. 100%, 50%. Yeah, we'll do that. And so it's Rebecca, um- R-E-B-E-C-C-A? Yep. And last name is Ziskind. Any middle name? No middle initial. Just, I'll spell out the last name. It's Z as in zebra, I as in ink, S as in Sam, K as in... I don't know what starts with K, king. Um, I as in ink, N as in Nancy, D as in David. Ziskind. Ziskind? Yeah. Ziskind, yeah. Okay. And the relationship? It's a friend. Okay. Friend. And 100%? Yeah. Okay. Okay, she's in the system already. Um, so other than that, is there anything else that I can help you with? No, that's all. All right. Mr. Barrient- DeBarrentin. Yes. Thank you for calling Benefits in a Car. I wish you two have a wonderful day, and you are ready to go. All set. Thank you. All right. So you're

welcome. Bye bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please?

Yes, my name is Shiva, S-H-I-V-A. And last name, do you need my last name, too? Uh, if you want me... If you wanna provide it, it's okay. Ah. I mean, I can, but if you need it, it's, it's Devarinti. But I don't know. You tell me if you need it just yet to look anything up. I don't need it. At this point of the call- Okay. ... I don't need it. So how are you doing today? Okay. I'm good. I'm good. I always get confused when people ask me, um, their name on, on a call right away. I'm like, "Hmm, are they looking me up or do they just need it to say hi?" So- No, I just need to put your name, how to call you, f&%%\$#. Yeah. How, how may I help you today, sir?

Uh, so I, I just, uh, started working with the Greatest Circle about, uh, four weeks ago, and I wanted to make sure to sign up for the benefits before that 30-day period for enrollment, um, you know, fell off. Sure. Sure, I can help you with that. May I have the last four of your Social Security number? Yeah, 0514... Okay, now I'm gonna need your last name. Ah, look at that. Now, it's, uh, it's Devarinti, but I can spell it out though if you need to- It's very easy. ... if you need me to. Uh, I got you already. I just need to confirm that I have the, the file as it is. Um, okay. Yeah. Uh, Mr. Shiva Devarinti, and, uh, just for security purposes, can you please verify your address and date of birth? Yeah, I think the address listed is 1709 Floyd Way, uh, Gatlinburg, Tennessee. I can't remember the ZIP Code. It's like 37332 maybe. 37738. You're correct. Se- okay, all right. No, it's- And- ... oh, it's somewhere there, so. And is your email shiva.devarinti@outlook.com? At Outlook, yep. 914-843-6401? Yep. And your date of birth? December 6th, 1989. Thank you very much. Okay. Yeah, sir, you're still under your personal open enrollment period. Um, have any idea what you would like to enroll at? Yeah, sure, um, it's employee only, and I'm just looking at this PDF here. Uh, preventive medical care, Preferred Choice, Plus Indemnity. Uh, probably just sign up for the best thing there is, so Insurer- Wait, what insurance? ... Plus Premier. Insurer Plus Premier? I'll probably sign up for Insurer Plus Premier. Is, is... that's, uh, that's the best plan that there is, right? Yeah. That's the one that most covers, yes. Okay, yeah, that makes sense. Because, remember, this insurance will cover the flat fee. Yeah. So, uh, the... I'm sorry. Go ahead. No, no. I'm just listening to you. Okay. The Insurer Plus Premier is one that, um, most will cover for, uh, like a daily hospital confinement, uh, coronary care unit and surgery, um, hospital recurrency because... Okay, that's the one that most cover for those plan- those, uh, benefits. But for outpatient sickness, uh, diagnostic testing, wellness, uh, exam or test, all three cover the same. And all three include the group hospital, um, the group accident. So the main difference is on the hospital confinement, uh, intensive care or coronary care unit, uh, annual fees of recurrency hospital, and for surgical. Okay. Yeah, no, it's... I'll just do the Insurer Plus Premier. That's fine. Okay, perfect. Um, other than that one, there is any other plan down you would like to enroll at? Like- Yeah, just go down the list. ... this one, um... I'll add in dental vision. Yeah, it's good to have clean teeth, I guess. So we'll, we'll add in dental vision and, um, uh... You know what? I'm fine with skipping term life. Um, actually can... Is dental vision and term life... Oh, it's a bundle, right? Yeah, that's fine. You just add the bundles. Yes, it's a bundle.

That's, that's fine. Um, all right. Yeah, that would be good, critical illness. What, what's a critical illness? Like, like cancer and stuff? It's... Yes, like, like in case you have a cancer, um, the name is Critical Illness With Cancer Benefits, uh, um, the benefit amount- Yeah, sure. ... on my computer. I hope not to have any such thing, but sure. Okay. So you want... no? Yep. Uh, I'm sorry. I lost you for a second. But, yeah, let's add critical illness, let's add accident, let's add tele behavioral health and free RX. Just go ahead and add all five. Okay. Acci-... Yes. Accident is already included in the Insurer Plus Premier, but you have the right to get another accident if you want it. No, one is good. We'll see. I don't think I need two layers. Okay. Okay, so we have- You know what? Let's just pause for a second. I'm gonna ask you this. With accident, does that cover motorcycle crashes? Okay. They don't specify what type of accident. What they say is just in case you need to go to emergency room for any accident. Okay. It could be a motorcycle. It could be if you're, you know, you cut yourself, a finger accident. Something that- Okay. ... you wasn't counting with. Yeah, that's fine. Yeah, we don't need to add that twice if, if it's already included, that's okay. We're good. Yes, it's already included. Okay, so at this point we have Insure Plus Premier, dental term life and vision, and critical illness. Do you need any, um, like, uh, pre- prescription coverage other than the one that Insure Plus Premier would provide you? Um, what's the free RX? That's, that's one more thing, right? You could add free R- RX and tele-behavior help? Oh, okay. You want that. The free RX is, uh, like, a 50% off on all medications and free medications, acute and chronic medications. Okay, you know what? I'll skip the free RX. I don't even take any meds, so that's fine. Okay. Free RX, skip it. Yeah. Okay. Uh, did you say behavioral health? Yeah, that'd be good. Okay. So we got Insure Plus Premier, dental term life and vision, uh, critical illness, and behavioral health. Yep. Okay. So the total weekly deduction is going to be \$46.82. Okay. Please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following month, that's when your coverage became active. And as you're going to receive your dental and vision ID cards by the end of that week at your mailing address. Okay. Uh, and the medical is going to be sent to your email. If you would like to receive a hard copy of the medical, you will need to give us a call once you see the first deduction. That way we can, uh, make the request for the ID card to be, uh, sent, because they don't send that automatically. Okay. All sounds good. Okay. What else? What else? Um, okay. We're going to need a beneficiary. Like for your term life, who would you like to receive the benefit in case something happened to you? Uh, do, do I need to give you a Social Security? 'Cause I don't know the beneficiary's Social- No. No, we just need the name, last name, relationship, and how much you want to leave, like a, the percentage. 100%, 50%. Yeah, we'll do that. And so it's Rebecca, um- R-E-B-E-C-C-A? Yep. And last name is Ziskind. Any middle name? No middle initial. Just, I'll spell out the last name. It's Z as in zebra, I as in ink, S as in Sam, K as in... I don't know what starts with K, king. Um, I as in ink, N as in Nancy, D as in David. Ziskind. Ziskind? Yeah. Ziskind, yeah. Okay. And the relationship? It's a friend. Okay. Friend. And 100%? Yeah. Okay. Okay, she's in the system already. Um, so other than that, is there anything else that I can help you with? No, that's all. All right. Mr. Barrient- DeBarrentin. Yes. Thank you for calling Benefits in a Car. I wish you two have a wonderful day, and you are ready to go. All set. Thank you. All right. So you're welcome. Bye bye.