

Transcript: Sara

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Si, por favor. Is this Valentin Sanchez? This is speaking. Hi, Mr. Sanchez. This is Benefits in a Cart. We're returning a call. Uh, there was a vi- um, ma- voicemail message from you. Okay, for the benefits? Yes. We are the healthcare administrators for different staffing companies. How can I help you, sir? Uh, what do you need to do to start qualify for the benefit or how to enroll it? Okay, uh, just need to check your account and see if you are eligible. Uh, may I have the name of the temporary agency that you are working with and the last four digits of your Social Security number? Uh, Partners. 9570. Partners Personal, okay. 952772. Okay. Can you repeat that for me? I'm sorry. 9772. Okay. Thank you very much... Valentin Sanchez. And just for security purposes, can you please verify your address and date of birth? 18495 Daring Drive in Perris, California 927... 92570. And your date of birth? 12-15-72. And is your email valentinjulian@gmail.com? I need your phone number, 951-287-3545. Correct. Thank you very much. Okay, Mr. Sanchez. Yes, you're still eligible to enroll. Um, did you already know what you would like to enroll at? No. Okay. So first, will the coverage be for yourself only or somebody else at the family, like a spouse or children? Sorry, what you say? I can't hear you that. Okay, will the coverage or the enrollment, is that gonna be for yourself only or somebody else at a family, like a spouse or children? Yeah, our family plan. A family plan, okay. I'm gonna start explaining you what the plans, um, what they cover and how much they are. Okay. The first plan- the first plan is a preventive care plan, and the name is Stay Healthy MEC TeleRx. That one will cost for the whole family \$26.73 per week. That one will cover, uh, one physical examination, blood pressure screenings and vaccinations. It will also cover virtual care, free Rx and then, um, free prescriptions under free Rx and it will cover pap smear for females, um, family planning and medication for females as long as, uh, it is approved by the FDA. Um, basically that's what it covers. This is just preventative. Okay. The other two plans are medical. Those are VIP Standard, VIP Plus and VIP Prime. The Standard is the one that has less cover and the VIP Prime is the one that most covers. These plans will cover a flat fee only. They don't cover, uh, like a percentage after the doctor. Well, no, they cover a flat fee. You see, these are the plans that you're going to use for a hospital in the middle, like if you need to go to the ER or a doctor visitation if you are sick. I'm gonna give you a couple of the pri- I mean the prices and a couple of the benefits just an example. VIP Standard will cost you \$46.26. VIP Plus will cost you \$92.56. And VIP Prime will cost you \$131.17. All those are weekly deductions. Uh, for the adm- hospital admissions, VIP Standard will cover \$500 for the one time. VIP Plus and VIP Prime will cover \$100 for the one time. For hospitalization, VIP Pr- VIP Standard will cover \$50 for this for a maximum of 30 days, and VIP Plus and Prime, they will cover \$100 per day for 30 days. Um, for, for intensive care unit, VIP Standard will not cover that. VIP Plus and VIP Prime will cover \$200 per day for a maximum of 20 days. For

rehabilitation, VIP Standard will not cover it. VIP Plus and VIP Prime will cover \$50 per day for a maximum of 30 days. For surgery in hospitals, VIP Standard will cover \$250 per day, one time, um, VIP Plus will cover \$1,000 per day one time, and VIP Prime will cover \$2,000 per day for one- one day. Can you see the difference there, like how much each plan will cover? Yes. Okay. So, like, for the emergency room, VIP Standard will cover \$50 per day up to two times, VIP Plus, uh, \$100 per day maximum of two days, and VIP Prime \$150 for a maximum of three days. For, um, the urgent care, VIP Standard will cover \$50 for the maximum of four days, VIP Plus \$100 for the maximum of four days, and VIP Prime \$150 for the maximum of four days.... um, for the doctor office if you are sick. The IP standard will cover \$50 per day up to four times. VIP plus, \$100 per day up to four times. And VIP Prime, \$150 per day up to four times. Okay. Those sound like the most, um, common, uh, benefits. There is another plan called Stay Healthy AME Care Enhanced and that one will... Like this plan will put together the preventive care and the hospital indemnity. Um, this plan will cost you \$101.71. Uh, for doc... Okay, this one was expense. The previous plan only covered the parties. This plan, the AME Care Enhanced cover, uh, this one was the copay. Okay. Like if you're going to the primary care doctor, the copay will be \$10 for visit. You have up to four visits per year. And, um, okay four visits per person or 10 visits for family per year. Uh, for the specialist the copay will be \$50 for visit and the same, four visits for a person or 10 visits for year for family. Um, for the urgent, the urgent care, the copay will be \$60 for visit and the same, four visits per year per person or 10 vis- uh, 10 visits for family per year. For hospitalization they will cover \$100 per day one time. For hospitalization they will cover \$100 per day for 30 days. For surgery in hospital they will cover \$500 per day for one day. This plan will include a Wellman Health Virtual Care and it will include the Group Accident Plan. Now, the rest of the additional benefit options like, uh, short-term disability, 24-hour group accident, uh, critical illness, vision, dental and term life on AD&D; each one has a different coverage, different prices, same with free out-aids. So, would you like me to explain you those? No. Okay, sir. So, did you know what plan you would like to enroll in now? Uh, the first one, what's that again? I'm sorry? Could you repeat that? The first one? Oh, the first one is the preventive care. That one will not cover any doctor visitations if you are sick but it will cover prevention, like your physical examinations, vaccinations, uh, colonoscopy, mammography for females, contraceptive. How much is more, uh, per week for family plan? Okay, per week for family is... That one is gonna be \$26.73. Just remember that plan will not cover any doctor visitations if you are sick or surgery or any hospital indemnity. Okay. I want that plan. This, this is the one you want? Okay. Okay. AMEX Le RX employee plus family is gonna be \$26.73. Is there anything else that you want to add to this plan? Uh, you have a dental and vision? Yes. Um, dental will cost you... okay, it's gonna be \$14.45 and it will... Okay, let me get over there. Hold on please. Okay, dental plan. I'm sorry, I'm just waiting for this to calm down a little bit. Okay, dental plan. That one you want the preventive visitation like me. Then I will show you. You're going to pay for the non-surgical extraction, x-rays, radiography. It might cover up to \$500 but they won't cover any major procedure like root canals, dentures, uh, braces, crowns. Those are not covered. Okay. So you want to be enrolled in that one as well? Yes, please. Okay, so we got AMEX Le RX and dental. Anything else that you would like to add? Uh, you have a vision? Uh, yes. Vision will cost you \$7.62 per, for family. The copay for eye exam will be \$10, copay for lenses and frames \$25 and you will get a frames allowance of \$130. Okay. That one as well? Yes, please. Okay. Um, anything else that you would like to add? No, that'd be all. Okay, so the

total weekly deduction is gonna be \$48.80. Thank you. Uh, just remember, those plans are under Section 125. What that means is that you're not gonna be allowed to make any upgrades or cancellations unless your company has an open enrollment period or if you have a qualified life event. And now I'm gonna need the dependents' information. May I have please your spouse first name and middle- middle name and last name? Nancy... With Y at the end? Yes, Y is at the end. Okay, the middle name? Dalia. D-A- Dalia? D-A-L-I- Dalia. I. Uh, the last name? Sanchez. Okay. Okay, Sanchez. And her Social Security number? 605. I'm sorry, can you repeat that for me? 605. 605? Yeah, 6-0-5. Okay, sir. I'm sorry, I can't hear you. Can you repeat that for me please? Give me a minute. 6-0-5. Okay. 2-1. 2-1. 7-4... No, 7-9. Sorry, 7-9-4-1. 7-9, 7-941. And her date of birth? 5/12/1975. Okay. And how many kids? How many children? Uh, two kids. Okay, and the first one? Is Alondra. Alondra. And middle initial or name? M, M. And the last name? Sanchez. Okay, and Alondra's Social Security number? Oh. Give me a minute. Let me see if I can find it. Sure. Take your, take your time. 6-2-2. 6-2-2. No, sorry, it's 6-2-3. Sorry, I'm sorry. It's okay. 6-2-3. 2-7. 2-7. 1-5. 1-5. 8-3. 8-3. Okay. And Alondra's date of birth? 12/09/2001. Okay. And the next child? Is Anastasia. Anastasia. Lizbeth, L. L. And the last name? Sanchez. And Anastasia's, uh, date, I mean, Social Security number? I don't have it with her. Okay, so what I'm gonna do is I'm gonna put zeros and once you get, uh, the number, please give us a call, uh, for that, for us to add it to the system. Other way, the, she will have no coverage, okay? Okay. The bir- the date of birth is 9/25/22. Okay. Um, okay, everybody's in here. So please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And you're gonna receive your ID cards by the end of that same week. If you have not received them by Friday after the first deduction, please give us a call. That way we can send you virtual copies while you wait for the hard copies to arrive on email. Um, Mr. Sanchez, do you have any questions for us? No. All right, sir. So, thank you for answer our call from Benefits and Economic. Wish you too have a wonderful day, sir. Same to you and happy New Year. Thank you. Same to you, sir. Happy New Year. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Si, por favor. Is this Valentin Sanchez? This is speaking. Hi, Mr. Sanchez. This is Benefits in a Cart. We're returning a call. Uh, there was a vi- um, ma- voicemail message from you. Okay, for the benefits? Yes. We are the healthcare administrators for different staffing companies. How can I help you, sir? Uh, what do you need to do to start qualify for the benefit or how to enroll it? Okay, uh, just need to check your account and see if you are eligible. Uh, may I have the name of the temporary agency that you are working with and the last four digits of your Social Security number? Uh, Partners. 9570. Partners Personal, okay. 952772. Okay. Can you repeat that for me? I'm sorry. 9772. Okay. Thank you very much... Valentin Sanchez. And just for security purposes, can you please verify your address and date of birth? 18495 Daring Drive in Perris, California 927... 92570. And your date of birth? 12-15-72. And is your email valentinjulian@gmail.com? I need your phone number, 951-287-3545. Correct. Thank you very much. Okay, Mr. Sanchez. Yes, you're still eligible to enroll. Um, did you already know

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ID cards by the end of that same week. If you have not received them by Friday after the first deduction, please give us a call. That way we can send you virtual copies while you wait for the hard copies to arrive on email. Um, Mr. Sanchez, do you have any questions for us? No. All righty, sir. So, thank you for answer our call from Benefits and Economic. Wish you too have a wonderful day, sir. Same to you and happy New Year. Thank you. Same to you, sir. Happy New Year. Thank you. Thank you. Bye-bye.