

Transcript: Sara

Marulanda-5570341367136256-5130762067591168

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Insurance. My name is Sarah. May I have your name, please? Hannah Parrish. Hello, Ms. Parrish. How may I help you? Yes, I got a call from you, y'all, from Chris. Hmm, let me check that. May I have the name of the agency that you are working with and the last four of your social to locate you on the system? Megaforce is 3070. One second, please. Megaforce Staffing, you say, right? Yes, ma'am. And just for security purposes, can you please verify your address and date of birth? It's 5842 Goldleaf Lane, Randwood, North Carolina, 27317, 3070. Okay. And your date of birth? 10/17/1993. Thank you very much. Email hparish2019@gmail.com? Yes, ma'am. And your phone number, 336-493-5885? Yes, ma'am. Thank you, ma'am. Okay, he did call you... Okay, because we're processing the enrollment forms for healthcare coverage, just... You signed an enrollment form on November the 15th, but you did not choose any plan. So the question at this point is, would you like to be enrolled on healthcare benefits or not? Yes. You do. Okay. And did you know, like, what plan would you like to enroll, or you want me to provide you with that information? Provide me with it. Okay. Your company, Megaforce Staffing, they're offering one preventative care plan, two medicals, additional benefit options like, um, short-term disability, critical illness, dental, group accident, vision, term life and AD&D, behavioral health, uh, and FreeRx, and MVP, which is minimum value plan. That plan is the only major medical insurance. Like, what are you interested on, medical, preventive care, major medical insurance, or, uh, like a additional benefits or all of them? Uh, all of them. Okay, will the coverage be for yourself only or somebody else at the family? Just me. Okay, the first plan is preventive care. That one would not cover any doctor visitations, hospitalizations, surgeries, or ER. It will cover for one physical yearly examination, blood pressure screenings, body mass index screenings. Um, it will cover a virtual care, prescription coverage through FreeRx. That's the name, FreeRx. Um, it will cover for, uh, colorectal cancer screenings, depression screenings, diabetes screenings, um, cervical cancer, which is the Pap smear, bre- breast cancer screenings, cholesterol, colorectal, depression, diabetes, gonorrhea, hepatitis, HIV, domestic violence, lung cancer, tuberculosis screenings. It will give you counseling on breastfeeding, perinatal depression, um, tobacco cessation, prevention of, um, NCIS. Uh, it will cover aspirin, breast cancer preten- uh, preventative, FDA-approved contraceptive methods, and it will cover immunizations like influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, and hepatitis B. This plan requires network, and it will cost you \$14.85 per week. The next two plans, which are the medicals, they don't cover any of the preventative. They will cover Insure Plus, \$50 per day for daily hospital confinement, and Insure Plus Enhanced, \$100 per day. For intensive care unit, Insure Plus will cover \$200 per day and Insure Plus Enhanced will cover \$400 per day. For annual

first-occurrence hospital, Insure Plus will cover \$500, and Insure Plus Enhanced, \$1,500. For surgical, Insure Plus will cover \$1,000, and Insure Plus Enhanced will cover \$2,000. For wellness exam and, or test, each one will cover \$75 per year. For a patient's sickness, they will cover \$75 per year. The, uh, group accident products are included on this plan, on these plans, and Insure Plus will cost you \$26 and fif- no, I'm sorry, \$16.33, and Insure Plus Enhanced will cost you \$22.98. Just remember, those are, uh, weekly deductions. The MVP, which is the Measure Medical Insurance, that one will cost for yourself \$398.83 per, per month. Um, for the benefits they're offering, they're covered 100% at the in-network \$6,500 deductible or out-of-network \$10,000 deductible. Now, for the additional benefit options, the short-term disability will cost you \$3.66 per week, and the critical illness with cancer benefits, \$2.33 per week, 24-hour group accident, \$1.96, 86, per week, vision, \$1.99 per week, dental, \$3.38 per week, term life, \$1.96 per week, and behavioral health, \$1.38 per week. And pre-aerds will cost you \$5.99 per week. So did you know like what plan would you like to enroll at, ma'am? Uh, the one you just said. Which one? I told you about- The last one. Oh, I'm sorry. The last one you just said, the short-term. Okay, the short-term is \$3.66. Yes. Okay, so do you want short-term disability? Anything else that you would like to, uh, add to your coverage? Um, not right now. Just the short-term disability? Yes. Okay. So do you authorize, uh, Mega Force Staffing to, um, make a deduction of \$3.66 per week to cover your short-term disability? Mm-hmm. Okay, ma'am. So 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. All right. Other than that, is there anything else that I can help you with? No, ma'am. All righty, ma'am. So, thank you for calling Benefits in a Cart. Have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Insurance. My name is Sarah. May I have your name, please? Hannah Parrish. Hello, Ms. Parrish. How may I help you? Yes, I got a call from you, y'all, from Chris. Hmm, let me check that. May I have the name of the agency that you are working with and the last four of your social to locate you on the system? Megaforce is 3070. One second, please. Megaforce Staffing, you say, right? Yes, ma'am. And just for security purposes, can you please verify your address and date of birth? It's 5842 Goldleaf Lane, Randwood, North Carolina, 27317, 3070. Okay. And your date of birth? 10/17/1993. Thank you very much. Email hparish2019@gmail.com? Yes, ma'am. And your phone number, 336-493-5885? Yes, ma'am. Thank you, ma'am. Okay, he did call you... Okay, because we're processing the enrollment forms for healthcare coverage, just... You signed an enrollment form on November the 15th, but you did not choose any plan. So the question at this point is, would you like to be enrolled on healthcare benefits or not? Yes. You do. Okay. And did you know, like, what plan would you like to enroll, or you want me to provide you with that information? Provide me with it. Okay. Your company, Megaforce Staffing, they're offering one preventative care plan, two medicals, additional benefit options like, um, short-term disability, critical illness, dental, group accident, vision, term life and AD&D, behavioral health, uh, and FreeRx, and MVP, which is minimum value plan. That plan is the only major medical

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