

Transcript: Sara

Marulanda-5920812053872640-6462457291784192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Shirley Green. Hello- This is me. ... Ms. Green? Um, how may I help you today, ma'am? Yes, I was inquiring about the insurance benefits from ATC. Sure, I can help you with that. And may I have the last four of your Social Security number to look at you in the system, please? 8690. And you said ATC Healthcare, right? Yeah. Okay. Thank you. And just for security purposes, ma'am, can you please verify your address and date of birth? 741 Springer Drive, Griffin, Georgia 30224, um, 6357. And is your email makeitviolar@yahoo.com? Correct. And is your phone number 678-314-2901? Yes. Thank you very much. So yes, ma'am, um, your company's under company open enrollment period until the 27th, which is tomorrow night, to enroll by, um, by phone with us, online until Saturday, and they're offering... Well, first and everything, this is not a major medical insurance. This is an insurance that will help you cover some of the medical expenses. They only offer one major medical plan which is called MVP or Minimum Value Plan, and that one will cost you \$756.22 per month, if it's for yourself only. If it's with someone else, um, at the family, it will change the price. But the other plans, the ones that are not a major medical plan, uh, Stay Healthy MEC, which is preventive care only. Uh, they have two VIPs which are hospital indemnity, and they have one Stay Healthy MEC Enhanced which is medical and preventive care all together. So question, will be, will the coverage be for yourself only or somebody else at the family? Okay, it would be for myself only, but, um, if I... Because I work for them, if I don't get insurance do you pay me? Okay, your question is, if you don't get insurance, will they pay you me? 'Cause my age... Right, 'cause my age is Medicare age, and so I'm trying to- Oh. I got you. Medicare is through the state, not through the company. For, for Medicare- Right, but what I'm saying- Right. ... like some jobs if you don't get insurance with them, then they will pay you. Well, I'm not aware of that. We are a, like a third party, like a healthcare administrators. If ATC Healthcare offers that payment for the, um, Medicare a- uh, employees and does not enroll on the benefits, that must be something that, uh, you would have to ask to HR department, ATC Healthcare HR department. We don't have that information. Okay. Yes, I, I'm, I'm so sorry about that. Well, that's what... 'Cause I do have insurance, but, um, I was just trying to inquire did you have that plan? I didn't know if that plan went through APC or not. We don't, we don't adminis... We're not administrators for those kind of plans. If ATC have it, you would have to contact them directly. That must be... If they have it, that must be something like, um, internal. Well, let me ask you this. Do- Sure. With the medical insurance that you offer, do ATC pay part of it? Or, or we pay the whole thing? Is it... Okay, no, they n-... You guys pay everything. ATC will not cover anything of what they're offering. So they probably don't offer that. They probably don't offer- Yes. ... that then. Yes, ma'am. As a company. Yeah. Okay. Well, thank you for the, uh, information. You've been very

helpful. Yeah. You're more than welcome, Ms. Green. Uh, thank you for calling Benefits in a Card. Wish you too have a wonderful day, and have a wonderful New Year. Thank you. 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 Card. My name is Sarah. May I have your name, please?

Shirley Green. Hello- This is me. ... Ms. Green? Um, how may I help you today, ma'am? Yes, I was inquiring about the insurance benefits from ATC. Sure, I can help you with that. And may I have the last four of your Social Security number to look at you in the system, please? 8690. And you said ATC Healthcare, right? Yeah. Okay. Thank you. And just for security purposes, ma'am, can you please verify your address and date of birth? 741 Springer Drive, Griffin, Georgia 30224, um, 6357. And is your email makeitviolar@yahoo.com? Correct. And is your phone number 678-314-2901? Yes. Thank you very much. So yes, ma'am, um, your company's under company open enrollment period until the 27th, which is tomorrow night, to enroll by, um, by phone with us, online until Saturday, and they're offering... Well, first and everything, this is not a major medical insurance. This is an insurance that will help you cover some of the medical expenses. They only offer one major medical plan which is called MVP or Minimum Value Plan, and that one will cost you \$756.22 per month, if it's for yourself only. If it's with someone else, um, at the family, it will change the price. But the other plans, the ones that are not a major medical plan, uh, Stay Healthy MEC, which is preventive care only. Uh, they have two VIPs which are hospital indemnity, and they have one Stay Healthy MEC Enhanced which is medical and preventive care all together. So question, will be, will the coverage be for yourself only or somebody else at the family? Okay, it would be for myself only, but, um, if I... Because I work for them, if I don't get insurance do you pay me? Okay, your question is, if you don't get insurance, will they pay you me? 'Cause my age... Right, 'cause my age is Medicare age, and so I'm trying to- Oh. I got you. Medicare is through the state, not through the company. For, for Medicare- Right, but what I'm saying- Right. ... like some jobs if you don't get insurance with them, then they will pay you. Well, I'm not aware of that. We are a, like a third party, like a healthcare administrators. If ATC Healthcare offers that payment for the, um, Medicare a- uh, employees and does not enroll on the benefits, that must be something that, uh, you would have to ask to HR department, ATC Healthcare HR department. We don't have that information. Okay. Yes, I, I'm, I'm so sorry about that. Well, that's what... 'Cause I do have insurance, but, um, I was just trying to inquire did you have that plan? I didn't know if that plan went through APC or not. We don't, we don't adminis... We're not administrators for those kind of plans. If ATC have it, you would have to contact them directly. That must be... If they have it, that must be something like, um, internal. Well, let me ask you this. Do- Sure. With the medical insurance that you offer, do ATC pay part of it? Or, or we pay the whole thing? Is it... Okay, no, they n-... You guys pay everything. ATC will not cover anything of what they're offering. So they probably don't offer that. They probably don't offer- Yes. ... that then. Yes, ma'am. As a company. Yeah. Okay. Well, thank you for the, uh, information. You've been very helpful. Yeah. You're more than welcome, Ms. Green. Uh, thank you for calling Benefits in a Card. Wish you too have a wonderful day, and have a

wonderful New Year. Thank you. You're welcome. Bye-bye.