

## **Transcript: Sara**

**Marulanda-5927530597924864-4504729668239360**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, my name is Sarah. May I have your name, please? Summer Hunt. Good morning. How may I help you? Um, yes, ma'am. I was wanting to enroll in, um, Benefits and a Card. Sure, I can help you with that. May I have, please, the last four digits of your Social Security number and the name of the agency that you are working with? Okay. Um, the last four of my Social Security number is 024C and the agency that I'm working with is Megaforce in Warbirds. Okay. 0246. That correct? Mm-hmm. Yes, ma'am. Okay. And can you please repeat your name and last name for me? Summer Hunt. Okay, Mr. Summer, just for security purposes, can you please verify your address and date of birth? Um, 1024 Milk Dairy Road, Red Springs, North Carolina 28377. And, um, and you said to verify what else now? Your date of birth. 06/04/1995. Thank you, and is your email summerhunt2016@gmail.com? Yes, ma'am. And is your phone number 204-2248? Yes, ma'am. Okay. Thank you very much. When did you start working with the company? Um, in November last month. Okay. That's okay. Anyway, you just said that there's your company open enrollment period. Do you already know what you would like to enroll at? Um, no, ma'am. Not right now. Can you give me some more Sure, ma... Sure, sir. Sure. Okay, your company's offering a, one plan which is preventive care. Okay, first, will the coverage be for yourself only or somebody else at the family like a spouse, children, the whole family? Myself. Yourself. Okay. So they're offering one plan called Stay Healthy MEC TeleRx. That plan is preventive care only. It's, uh, Affordable Care Act compliant. Um, it will cover for one physical exam examination, blood pressure screenings, col- um, colorectal cancer screenings which is a colonoscopy. Depression, diabetes, hepatitis, HIV, lung cancer, tuberculosis and all those screenings. It will cover in- immunizations like influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal and hepatitis A and B. And it will cover, uh, prescriptions through, uh, FreeRx and Walmart Health Virtual Care in case you don't feel okay, you can use Virtual Care. But they won't cover any doctor physical visitations if you're not okay, I mean, if you're sick. They won't cover any, uh, like a hospitalization or ER visitations because this is just a preventive care. That plan will cost you \$14.85 per week. There is two medical plans called Insure Plus and Insure Plus Enhance. Insure Plus will cover less than Insure Plus Enhance. Like for outpatient sickness, they c- cover the same \$75. For a diagnostic testing, they will cover \$250 per year. For wellness exam, they will cover \$75 per year. Group accident pros are included in these two plan, I mean, in these plans. For daily hospital confinement, Insure Plus will cover \$50 per day. Insure Plus Enhance will cover \$100 per day. For intensive care or coronary care unit, Insure Plus will cover \$200 per day and Insure Plus Enhance \$400 per day for, um, per annual clear security hospital. Insure Plus will cover \$500 and Insure Plus Enhance will cover \$1,500. For surgical, Insure Plus will cover up

to \$1,000 based on surgical schedule and Insure Plus Enhance will cover up to \$2,000 based on surgical schedule. Insure Plus will cost you \$26, I mean, I'm sorry, \$16.33 and Insure Plus Enhance will cost you \$22.92. All those are weekly deductions. Um, and then you have the options for, uh, the additional benefits like short term disability, 24 hours of accident, critical illness with cancer benefits, vision, dental, term life on HMD, behavioral health. You are allowed to enroll on, uh, FreeRx as well. Each, each of those, uh, additional benefits has a different price and different coverage. Um, which are you interested on or would you like me to provide you prices for all of them? Um, yes, ma'am. Okay, the short term disability will cost you \$3.66 per month. Critical illness with cancer benefits will cost you \$2.33.... also is a weekly deduction. Um, dental will be \$3.38. Uh, 24-hour group accident is going to be \$1.86. Vision, \$1.99. Term life and AD&D;,, uh, \$1.96 and behavioral health, \$1.38. And, um, how many, how much would that be altogether from this, deductible from my check? I mean, it depends on what you want to enroll at. Oh, okay. Um, I'll take the last one- Okay. ... that you just did. The Insure Plus Enhanced at \$22.98? Yes, ma'am. Okay, would you like any of the additional benefit options? Dental- Would you mean- ... plus and disability? You said what now? If you are, if you are allowed to enroll on, on the plans you would like to enroll, like if you want just the medical, that's what you will get. But if you want medical and dental, you will, I mean, uh, you are allowed to enroll in medical, dental, but you have to let me know because they don't include anything. They're just separate plans. You are allowed to put them all together or just choose a couple of them. Oh, okay. Uh, well, I could do only the medical and dental. So Insure Plus Enhanced and Dental for Employee Only, that will cost you \$26.36 per week. Okay. So please allow one to two weeks for your employer to send... Okay, hold on, hold on. We are under 30 minute open enrollment period. So we got it. Insure Plus Enhanced and Dental. Okay, \$26.36. Give me just a minute to save the information. I'm sorry it's taking forever to- Mm-hmm, right. ... add the information. Okay, give me just a minute please. Hello, Mr. Hunt? Yes, ma'am. Okay, just, uh, for you to keep in mind, uh, your coverage will become active January the 6th. On 2025th, you will have received your ID cards by the, by that same week. Um, the dental is going to be sent to your mailing address and the, the medical is gonna be sent to your email. So if you want to receive a hard copy for your email address, I mean, your, um, a hard copy at your mailing address, you will need to be in state for that same week, uh, the first week of January. That way we can make the request because that company does not send that, uh, directly to your mailing address. Okay, then. Um, other than that, is there anything else that I can help you with? No, ma'am. That's fine. All righty. So thank you for calling Benefits in a Car. Wish that you have a wonderful day. All right, thank you. You too. You're more than welcome. Thank you.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, my name is Sarah. May I have your name, please? Summer Hunt. Good morning. How may I help you? Um, yes, ma'am. I was wanting to enroll in, um, Benefits and a Card. Sure, I can help you with that. May I have, please, the last four digits of your Social Security number and the name of the agency that you are working with? Okay. Um, the last four of my Social Security number is 024C and the agency that I'm working

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