

## Transcript: Sara

**Marulanda-5952517697388544-5839090127683584**

### 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. I have your... May I have your name please? Hi, my name is Janyia, J-A-Y-N-I-A, Williams. Hello, Ms. Williams. How may I help you? So I am currently employed by a resource as a contractor for a different company. Okay. Currently, their open enrollment for health insurance just opened on the 9th- Uh-huh. ... and I was wondering if I could update my insurance, get enrolled in health insurance. Sure. May I have the last four digits of your Social Security number, please? Uh, 9330. Okay, Ms. Williams, and just for security purposes can you please verify your address and date of birth? Sure. 133 Brook Hill Park Court, Hill Hall, NC 27045. And 10/17/2000. Email jnyiawilliams013@gmail.com? Yes, ma'am. And your phone number 336-865-4906? Yes, ma'am. Thank you very much, ma'am. Okay. You are enrolled on VIP Basic which medical, dental and vision. Yes. What changes would, would you like to do? VIP Basic. Um, how much would the MVP plan cost? I'm sorry, Ms. Williams, it's kind of breaking up. Can you repeat that for me? How much would the MVP cost or Minimum Value Plan? I'm currently looking at that document. The MVP... okay. That one will be \$520.82 per month. Oh. Then I think I'll, I'll just stick with the VIP plan. Yeah. It is, it is high. It is expensive. I mean, the Classic will cover a little bit more than the, than the Basic, but just... okay. Let me tell you the main difference between those two. Basic will not cover hospital confinement. Um- Classic will cover \$50 per day for 30 days. I'm sorry? What's the price difference between the Basic and the Classic? I don't really see the difference. Okay. The Basic is, uh, \$15.50 and the Classic is \$18.55. So could I possibly go to the Classic instead of the Basic considering it's at least a small upgrade? Okay. Yes, you want to make an upgrade, yes, of course. Is there any other changes that you would like to do? No, ma'am. Everything else is, is fine. Okay. I was thinking, with this change will I get another insurance card- Yes. ... in the mail? Yes. You will. Okay. This is how that works. You need to allow one to two weeks for the new deductions to start and let me check. Give me just a minute, please. Do, do, do, do, do. Let me see when your coverage... when the new coverage will become active. Hold on, please. Okay. Thank you for doing this. You're more than welcome. Okay. Let's see. Okay. Mm. Give me just a minute. I'm waiting for the system to download. Okay. Thank you. I'm so sorry this is taking forever. Not your fault. Technology will do what it wants now. Thank you, ma'am. Hello, Ms. Williams. Yes, ma'am. Thank you for waiting, ma'am. Okay. The new coverage is going to be active for the 23rd so you need to allow one to two weeks for the new deductions to come out from your paycheck. And once you see the first deduction that means, uh, the December 23rd, that's when your new coverage will become active which will be the VIP Classic, dental and vision. Okay. Great. Okay. Um, I'm so sorry. It's really breaking up, um... Oh, I'm so sorry. That's, uh, that's great. Okay. Now it feels, it, it sounds better. Okay. Yes. So the new, the new

deductions are gonna be, let me tell you. It's gonna be 20... \$23.92 per week. Okay. Okay. Um, do you have any other questions for me? No, ma'am. All righty then. Everything is okay. Perfect. So thank you for calling Benefits in a Card. We wish you to have a wonderful day. All right. You too and happy holidays, I guess. Happy holidays to you too as well. Thank you very much, ma'am. Bye-bye. Mm-hmm. 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. I have your... May I have your name please? Hi, my name is Janyia, J-A-Y-N-I-A, Williams. Hello, Ms. Williams. How may I help you? So I am currently employed by a resource as a contractor for a different company. Okay. Currently, their open enrollment for health insurance just opened on the 9th- Uh-huh. ... and I was wondering if I could update my insurance, get enrolled in health insurance. Sure. May I have the last four digits of your Social Security number, please? Uh, 9330. Okay, Ms. Williams, and just for security purposes can you please verify your address and date of birth? Sure. 133 Brook Hill Park Court, Hill Hall, NC 27045. And 10/17/2000. Email jnyiaWilliams013@gmail.com? Yes, ma'am. And your phone number 336-865-4906? Yes, ma'am. Thank you very much, ma'am. Okay. You are enrolled on VIP Basic which medical, dental and vision. Yes. What changes would, would you like to do? VIP Basic. Um, how much would the MVP plan cost? I'm sorry, Ms. Williams, it's kind of breaking up. Can you repeat that for me? How much would the MVP cost or Minimum Value Plan? I'm currently looking at that document. The MVP... okay. That one will be \$520.82 per month. Oh. Then I think I'll, I'll just stick with the VIP plan. Yeah. It is, it is high. It is expensive. I mean, the Classic will cover a little bit more than the, than the Basic, but just... okay. Let me tell you the main difference between those two. Basic will not cover hospital confinement. Um- Classic will cover \$50 per day for 30 days. I'm sorry? What's the price difference between the Basic and the Classic? I don't really see the difference. Okay. The Basic is, uh, \$15.50 and the Classic is \$18.55. So could I possibly go to the Classic instead of the Basic considering it's at least a small upgrade? Okay. Yes, you want to make an upgrade, yes, of course. Is there any other changes that you would like to do? No, ma'am. Everything else is, is fine. Okay. I was thinking, with this change will I get another insurance card- Yes. ... in the mail? Yes. You will. Okay. This is how that works. You need to allow one to two weeks for the new deductions to start and let me check. Give me just a minute, please. Do, do, do, do, do. Let me see when your coverage... when the new coverage will become active. Hold on, please. Okay. Thank you for doing this. You're more than welcome. Okay. Let's see. Okay. Mm. Give me just a minute. I'm waiting for the system to download. Okay. Thank you. I'm so sorry this is taking forever. Not your fault. Technology will do what it wants now. Thank you, ma'am. Hello, Ms. Williams. Yes, ma'am. Thank you for waiting, ma'am. Okay. The new coverage is going to be active for the 23rd so you need to allow one to two weeks for the new deductions to come out from your paycheck. And once you see the first deduction that means, uh, the December 23rd, that's when your new coverage will become active which will be the VIP Classic, dental and vision. Okay. Great. Okay. Um, I'm so sorry. It's really breaking up, um... Oh, I'm so sorry. That's, uh, that's great. Okay. Now it feels, it, it sounds better. Okay. Yes. So the new, the new

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