

## **Transcript: Sara**

**Marulanda-5968312669782016-4679917842677760**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, yes, my name's Elise Elmore. Ma'am, how may I help you? Yes, um, I, um, would like to enroll for benefits through my temp agency. Sure, I can help you with that. And may I have, please, the name of the agency and the last four of your Social? Yes, uh, it's, uh... One second. It's Partners Personnel. Okay. And then, um, my Social is 1700. Okay, thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. Uh, my address is 2503 Arbor Drive, Duluth, Georgia 30096. And, um, uh, what was the other thing? Your date of birth. Uh, December 23rd, 1994. And is your email elemore236@gmail.com? Yes. And is your phone number 678-8965... Sorry, you cut out that last part. Okay. Could you repeat that? It was breaking up. Um, I, I, uh, c- it cut out when you were reciting the phone number. Okay. It is 678-896-5848. Yes, that's correct. Is that correct? Okay. And, uh, for your address, is, uh, apartment number 2503? Yes. Okay, thank you very much. Okay, did you know what plan should w- would you like to be enrolled at? Well, that's my... That was my question. I, I only need two things. Okay. I need dental and I need to see a specialist, an OB/GYN, to get a implant replaced for birth control. Um. That's all I need. Okay. So I, I, I need the cheapest plan that can do that. I got you. Okay, the dental will cost... And that's gonna be for yourself only, is that correct? Yes. Okay. So the dental will be \$3.63. Okay. That one will cover, uh, preventive visitation like cleanings. And there is no deductible for that and they will cover 100%. If you're going for a basic non-surgical extraction, basic restorations, X-rays, they will cover 80% up to \$50 as well. Okay. The annual maximum coverage will be \$500 but they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. Okay. Okay? And the other plan that will cover... Okay, let me get over there. Okay, you got the Stay Healthy MEC plan. That one will cost you \$16.80. Remember, those, all those are weekly deductions. Mm-hmm. And it will cover for one physical exam examination, uh, screenings like blood pressure, item, breast can- cervical cancer which is Pap smear, and it will cover FDA approved contraceptive. Yes, contraceptive methods. Okay. Um, okay, hold on. Sterilization for a woman is also covered. Um, I'm not sure if they cover the removal and the... I mean, it says just the contraceptive methods, but they... I don't know if they cover the, cover the procedure. Um, this is what we can do, because... Okay, two, two important things to have in mind. This plan is under Section 11- 125, same as the dental. So you're not gonna be able to make any cancellations, um, unless you are on their personal open enrollment period or if you have a qualified life event or during the next company open enrollment period. Right? That's one. Mm-hmm. And the other thing, because I'm not 100% sure if they will cover the, the procedure, in the benefit guide they say they will cover FDA approved contraceptive methods. Mm-hmm. And, um, it says sterilization for woman, for woman is also covered but

they don't mention the procedure. So in that case, if you want, I can transfer your call with the carrier- Okay. ... um, make sure 100%. You can give us a call back and we can go ahead with the enrollment. Just keep in mind the name is MEC Preventive Care, MEC TeleRX Preventive Care. Okay. Would you like to do that or you want me to proceed with the enrollment? Um, so who would you be transferring me to again? I will, I will transfer you with the carrier of the insurance, uh, with the, um, 90 Degrees. Oh, okay. They're like the office of the insurance. We're just the administrators. Okay. So- And we can get... Yeah. Um, and, c- can you give me the name of the, the plan again? Uh, this one is, um, MEC... Okay, hold on. Uh-huh. Let me just go there. Okay, it is Stay Healthy MEC TeleRX. Okay, Stay Healthy MEC TeleRX. All right. Yes. Okay, so can you transfer me over? Sure. I wanna give you their phone number as well just in case the call get disconnected. Okay. It is 800-833-4296. Okay. Okay. So let me transfer your call with them. Before I do that, is there anything else that I can help you with? No, that'll be all. Thank you. All right, ma'am. You're more than welcome. Have a great day. Let me transfer your call.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, yes, my name's Elise Elmore. Ma'am, how may I help you? Yes, um, I, um, would like to enroll for benefits through my temp agency. Sure, I can help you with that. And may I have, please, the name of the agency and the last four of your Social? Yes, uh, it's, uh... One second. It's Partners Personnel. Okay. And then, um, my Social is 1700. Okay, thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. Uh, my address is 2503 Arbor Drive, Duluth, Georgia 30096. And, um, uh, what was the other thing? Your date of birth. Uh, December 23rd, 1994. And is your email elemore236@gmail.com? Yes. And is your phone number 678-8965... Sorry, you cut out that last part. Okay. Could you repeat that? It was breaking up. Um, I, I, uh, c- it cut out when you were reciting the phone number. Okay. It is 678-896-5848. Yes, that's correct. Is that correct? Okay. And, uh, for your address, is, uh, apartment number 2503? Yes. Okay, thank you very much. Okay, did you know what plan should w- would you like to be enrolled at? Well, that's my... That was my question. I, I only need two things. Okay. I need dental and I need to see a specialist, an OBGYN, to get a implant replaced for birth control. Um. That's all I need. Okay. So I, I, I need the cheapest plan that can do that. I got you. Okay, the dental will cost... And that's gonna be for yourself only, is that correct? Yes. Okay. So the dental will be \$3.63. Okay. That one will cover, uh, preventive visitation like cleanings. And there is no deductible for that and they will cover 100%. If you're going for a basic non-surgical extraction, basic restorations, X-rays, they will cover 80% up to \$50 as well. Okay. The annual maximum coverage will be \$500 but they won't cover any major procedure like root canals, dentures, braces, crowns. Those are not covered. Okay. Okay? And the other plan that will cover... Okay, let me get over there. Okay, you got the Stay Healthy MEC plan. That one will cost you \$16.80. Remember, those, all those are weekly deductions. Mm-hmm. And it will cover for one physical exam examination, uh, screenings like blood pressure, item, breast can- cervical cancer which is Pap smear, and it will cover FDA approved contraceptive. Yes, contraceptive

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