

Transcript: Sara

Marulanda-6042678803349504-5292328299315200

Full Transcript

Your call may be monitored or recorded for quality assurance- Hello. ... purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? What you doing? This is bad here though. They gon' get them. Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name Quintaris Cannon, and my last, uh, my, uh, social is 2941. Okay. 2941? Yes, ma'am. Um- And that's- ... what is the name of the agency that you are working with? Uh, I'm working through, uh, Hamilton Record. Okay. How can I help you, sir? Uh, I'm trying to set up my... trying to get dental, insurance, and um, med- and health insurance. Okay. You said your last name is Cannon? Yes, ma'am. Quintaris Cannon? Yes, ma'am. And, uh, just for security purposes, sir, can you please verify your address and date of birth? Uh, it should be, uh, 141 South Canal Street. What is the city and the state? Uh, Tupelo, Mississippi 388... Oh, four. ... oh four. 38804? Yes, ma'am. Let me fix it because we had that wrong. And your date of birth? Uh, 10/26/94. Email quintarcannon8@gmail.com? Yes, ma'am. That's it. Phone number 662-401-1671? You said 662 what? 401-1671. Uh, uh, uh 662-523-4565. Hold on. 523... What else? 4565. Okay. I need you... Well, we have another phone number here. 662-990-5858. Yeah. I got it. Not that number no more. That number is done exists no more. Okay. Thank you very much. Okay. Um, yes, your company's under Company Open Enrollment Period. And you want, as you say, dental and vision? Ma'am. What, what coverage do you want to be enrolled at? What plans? Uh, I work at Goodyear. Okay. But, uh, my, my question is, you say that you want dental and medical coverage? Uh, yes, ma'am. Okay. Is that gonna be for yourself only or somebody else at the family? Uh, just for myself. Okay. Dental is gonna be \$3.38. It's gon' be \$3.88? Okay. \$3.38. That's gonna be a weekly deduction. And about your medical, they have, uh, different options. One is VIP Standard and VIP Classic is the other one. Uh, VIP Classic will cover a little bit more than the Standard. Uh, Standard one costs you- How much that gonna be? I'm, I'm, uh, how much that'll be? Okay. Standard will be \$16.80 per week and Classic will be \$18.57 per week. Um, they're gonna cover a flat fee only. They don't cover, um, like a percentage after deductible. Let me explain that. So what's the be- what's the one, what's the best one to get? I think it would be the Stay Healthy, MEC Enhance. Uh, that one will cover preventive and medical, and the medical will have for primary care visits, \$10 copay for visit, and you have four visits per year. For specialist care visit, \$50 copay for visit, and you have four visits per year. Um, for urgent care visits, you got \$60 copay for visit and four visits per year. This plan includes- What the e- what the \$10 is? Copay. Copay for- Oh, the copay. ... primary care visits. Uh, yes. So when you go to the doctor, you have to pay \$10 copay and that's it. And you can- Okay. That's fine. ... do that up to four times per year. Do that up to four times a year. Okay, then. This plan includes group accident, hospital indemnity, and preventive care. And the weekly deductions for this plan is gonna be \$42.68. I'm gonna be 42,

right? Yeah, yeah. Yes, sir. Hello? Hello? Hello? Yes. I- Yes. This is his... Yeah, this is his dad. Uh, you were saying, like, is it... it was \$42. Yes. That's for the, that's for that plan, MEC Enhance. That one will include preventive care, medical, group accident, I mean, group accident and group hospital indemnity. Okay. That's for dental, too? I'm sorry? That's for the dent- dental... For the dental, too? The dental is- Oh, in one- ... separate. Dental is separate. Dental will cost him \$3.38 per week. Okay. \$3.38 for the dental. And how much- Yeah. ... is this regular... it's just a regular doctor, doctor visit? You said \$42? The plan costs \$42.68, and the copay- Oh. ... will be \$10. Oh, for the total pay? \$10 copay, yes. Yeah. I'm hearing what I'm saying to you. I think that's four visits per year. Okay. It's \$42 and then, again, it's another \$3 for the dental, right? Yes. Correctly. \$3.38. She's like \$3.30- ... you got to have this whole thing. You need to come in. And it's every week? I'm sorry, sir. It's kind of breaking up. Can you repeat that for me? Okay. Okay. That's every week? Yes. Weekly payments. Okay, okay. We're gonna tell you what. We're going to call you right back. We're gonna call you back so we decide- Sure. ... what we're gonna do. Okay? Okay. Thank you. Sure. Just give us a call back. You're more than welcome. Have a great day. Okay. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance- Hello. ... purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? What you doing? This is bad here though. They gon' get them. Hello. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, my name Quintaris Cannon, and my last, uh, my, uh, social is 2941. Okay. 2941? Yes, ma'am. Um- And that's- ... what is the name of the agency that you are working with? Uh, I'm working through, uh, Hamilton Record. Okay. How can I help you, sir? Uh, I'm trying to set up my... trying to get dental, insurance, and um, med- and health insurance. Okay. You said your last name is Cannon? Yes, ma'am. Quintaris Cannon? Yes, ma'am. And, uh, just for security purposes, sir, can you please verify your address and date of birth? Uh, it should be, uh, 141 South Canal Street. What is the city and the state? Uh, Tupelo, Mississippi 388... Oh, four. ... oh four. 38804? Yes, ma'am. Let me fix it because we had that wrong. And your date of birth? Uh, 10/26/'94. Email quintarcannon8@gmail.com? Yes, ma'am. That's it. Phone number 662-401-1671? You said 662 what? 401-1671. Uh, uh, uh 662-523-4565. Hold on. 523... What else? 4565. Okay. I need you... Well, we have another phone number here. 662-990-5858. Yeah. I got it. Not that number no more. That number is done exists no more. Okay. Thank you very much. Okay. Um, yes, your company's under Company Open Enrollment Period. And you want, as you say, dental and vision? Ma'am. What, what coverage do you want to be enrolled at? What plans? Uh, I work at Goodyear. Okay. But, uh, my, my question is, you say that you want dental and medical coverage? Uh, yes, ma'am. Okay. Is that gonna be for yourself only or somebody else at the family? Uh, just for myself. Okay. Dental is gonna be \$3.38. It's gon' be \$3.88? Okay. \$3.38. That's gonna be a weekly deduction. And about your medical, they have, uh, different options. One is VIP Standard and VIP Classic is the other one. Uh, VIP Classic will cover a little bit more than the Standard. Uh, Standard one costs you- How much that gonna be? I'm, I'm, uh, how much that'll be? Okay. Standard will be \$16.80 per week and Classic will be \$18.57 per week. Um, they're gonna

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