

Transcript: Sara

Marulanda-6299494127812608-6282204401418240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? Aaron Brown. Hello, Mr. Brown. How may I help you? Yes, I would like to know, uh, for my benefits, can I just leave everything like it is? Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social to locate you on the system? Okay, Wagner... and it's 8729. Thank you very much. Mr. Aaron Brown. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? 395 B-Land Drive, Fort Valley, Georgia, 31030, October 31st, 1963. And is your email arbbrown449@gmail.com? Yes. And is your phone number 478-955-2388? Yes. Thank you very much. Okay, Mr. Brown, you are enrolled on MEC, which is a preventive care plan, and that coverage is for employee only. Okay. Um, would you like me to explain you that plan? Uh, yes. Okay. Give me just a minute. I'm a little bit scared though. Okay. MEC will call for... I'm sorry, I'm waiting for the system to download. Yeah. Okay. Will call for one physical exam each year and screenings like blood pressure, aortic aneurysm, cholesterol, colorectal cancer, depression, diabetes, hepatitis C, syphilis, HIV, lung cancer, tuberculosis and, and o-obesity. Will cover counseling for healthy diet, reduce UV exposure, tobacco cessation and STIs prevention. It will cover aspirins and statins and it will cover immunizations like influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis A and B. And it will cover birth... Mm-hmm. Okay. Yes, that's basically what it covers. It won't cover any hospital indemnity or doctor visitations if you are sick. It won't? No, it won't. It only cov- It is just preventive care. It's preventative. Oh, okay. So, if I go to a doctor for just a regular checkup or physical, it won't cover that? If you go for a physical, yes, they will cover that once a year. One, one physical examination per year. Oh, okay then. All right. It's like for prevention only. Oh, okay. Okay then. So if I get sick and have to go to the hospital, it won't cover that? It won't be covered. You're correct. Okay. There is different plans for in that case, like, uh, VIP Classic and VIP Pro. Those are the ones that will help you cover some of the medical expenses if you are sick. Uh- Would you like me to explain you those plans? Um, well, is it... Okay, the plan that, uh, we'll talk about now is the one that I always have had? Yes, sir, that's correct. You're correct. Um, yeah, I'll just keep that one. You want to keep it like it is? Perfect. Yeah. We don't, we don't... You don't have to do nothing. We don't have to do nothing. The coverage will roll over. Okay. Well, let me ask you this. Do I have any dental plan with that? Um, no sir, just the preventative. The dental plan for yourself only will cost you \$3.38. If you go for a preventive visitation, like a cleaning, there is no deductible needed and they will cover 100%. If you're going for a basic non-surgical extraction, a basic restoration like fillings, um, X-rays, they will cover 80% up to a \$50 deductible. Your annual maximum coverage will be \$500, but they won't cover any major

procedure like root canals, dentures, braces, crowns. Mm-hmm. Those are not covered. Uh, so if I happen to need to get a tooth pulled, they won't cover that? If it's not surgical removal, like, um, like wisdom teeth and they have to put you asleep and all that- Mm-hmm. ... I think that won't be covered. But if it's, uh, like a major extraction, no. Okay, but it will cover that, getting a tooth pul- pulled? Then they just know that something's- If- if it's not surgical, yes. Okay. And that what I have now, uh, can I get that? Yeah, sure. We can add that to your plan. And that's the three dollars- Yeah. It's gonna be \$3.38. Yes, I would like to get that. Okay. So dental. Anything else that you would like to add to your, um, to your coverage? Mm-hmm. No, that's it. So it's, uh, the total weekly deduction is gonna be \$17.39. Okay, that's every pay period? Yes. Every week. Okay. So please allow one to two weeks for your employer to start making the new deductions. Right. Once you see the, the new deduction coming out on your paycheck that means the following Monday, that's when your coverage became active. And you're gonna receive the ID card by the end of that 10 weeks. Okay. Well, let me ask you this. If I wanna increase the dental plan that will cover more things can I do that at any time, or is this a one-time thing? I mean, that's, that's the only plan they're offering. There's no other plans or better plans. Oh, okay then. Yes, sir. Sorry. Okay then. All right. Well, I appreciate that. All righty, sir. Is there anything else that I can help you with today? No, that's it. All righty, Mr. Brown. So thank you for calling Benefits in a Car. I wish you two have a wonderful day, sir. All right. You t... Well, one more thing. Sure. Uh, with the medical, does that cover like if something's wrong with my eyes and I have to get it checked out like that? No. Just remember that is not covered by your preventative. Mm-hmm. But if you want- Okay. ... um, like vision coverage, uh, they have a vision plan for \$1.99. Uh- Hmm. ... the copay for eye exam will be \$10, copay for lenses and frames will be \$25, and you will get a frames allowance of \$130. Hmm. Okay. Uh, hmm. Okay. Uh, yeah. Let me get that too. Okay. So that's gonna be the preventative, dental and vision. So the new deductions are gonna be \$19.38. Okay. That's good. All right, and sir, the same applies. I'm sorry. You need to allow one to two weeks for your employer- Okay. ... to start making those new deductions. And then the dental and vision coverage will become active on the Monday after you see the first deduction. Okay. Uh, will y'all send me cards or? Yes. They're gonna send you, um, the dental and the vision ID cards. I'm assuming you already have them, the preventive care vision, I mean, preventive care ID cards. Is that correct? Uh, I think they mailed it to me. It's been so long since I asked for it. Can you check and is there a way you can check and see? Um, let me see. All right. If not, let me go home. Well, I'll go home and see do I have it. And if I don't, I'll just- Let me see. I think I can check that here. Aaron Brown. Okay. System is thinking. Mm-hmm. Okay. Okay. It was sent on November 1st, 20... Yeah. It was mailed on November the 5th. Okay. Okay. Well, I hope it does- It was, it was, m- but it was mailed twice on Feb- February and then on November. Would you like me to send you a copy to your email? A what? Or would you like... If you want, I can send you a copy to your email, that way you can have it on, on your email all the time. Or if you want to wait until the other two plans become active, we can send you the whole package. I mean, the three cards. Yeah. The dental, vision and the preventive care. Yes. I'll just wait and get those three. Okay. Because I might have it at home and just put it off somewhere. But, uh, yeah. Just do that. Send all three. Okay. So once, once you see the first deduction, please give us a call requesting the all I- all three ID cards to be sent to your mailing address. I can- I cannot do that request right now because we're missing two policy numbers which are the, uh, which are, which are the dental and vision. And I, I mean, I don't

have a way to make a reminder here for me to, uh, to send them. But if you give us a call once you see the first deduction, we- we can go ahead and, and, and make that request for you. Okay then. Well, I appreciate it. You're more than welcome, sir. Um, other than that, is there anything else that I can help you with? No, that's it. Okay, Mr. Brown. I appreciate it. Mm-hmm. You're more than welcome. Thank you for calling Benefits in a Car. Wish you two have a wonderful day. Happy New Year, sir. Okay. Okay, you too. Happy New Year. Thank you very much. Thank you very much. All right. Okay. Bye-bye. All right. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unit Card. My name is Sarah. May I have your name, please? Aaron Brown. Hello, Mr. Brown. How may I help you? Yes, I would like to know, uh, for my benefits, can I just leave everything like it is? Sure, I can help you with that. May I have, please, the name of the agency that you are working with and the last four of your Social to locate you on the system? Okay, Wagner... and it's 8729. Thank you very much. Mr. Aaron Brown. Mm-hmm. And just for security purposes, can you please verify your address and date of birth? 395 B-Land Drive, Fort Valley, Georgia, 31030, October 31st, 1963. And is your email arbbrown449@gmail.com? Yes. And is your phone number 478-955-2388? Yes. Thank you very much. Okay, Mr. Brown, you are enrolled on MEC, which is a preventive care plan, and that coverage is for employee only. Okay. Um, would you like me to explain you that plan? Uh, yes. Okay. Give me just a minute. I'm a little bit scared though. Okay. MEC will call for... I'm sorry, I'm waiting for the system to download. Yeah. Okay. Will call for one physical exam each year and screenings like blood pressure, aortic aneurysm, cholesterol, colorectal cancer, depression, diabetes, hepatitis C, syphilis, HIV, lung cancer, tuberculosis and, and o-obesity. Will cover counseling for healthy diet, reduce UV exposure, tobacco cessation and STIs prevention. It will cover aspirins and statins and it will cover immunizations like influenza, tetanus, diphtheria, pertussis, varicella, HPV, shingles, measles, mumps, rubella, pneumococcal, meningococcal, hepatitis A and B. And it will cover birth... Mm-hmm. Okay. Yes, that's basically what it covers. It won't cover any hospital indemnity or doctor visitations if you are sick. It won't? No, it won't. It only cov- It is just preventive care. It's preventative. Oh, okay. So, if I go to a doctor for just a regular checkup or physical, it won't cover that? If you go for a physical, yes, they will cover that once a year. One, one physical examination per year. Oh, okay then. All right. It's like for prevention only. Oh, okay. Okay then. So if I get sick and have to go to the hospital, it won't cover that? It won't be covered. You're correct. Okay. There is different plans for in that case, like, uh, VIP Classic and VIP Pro. Those are the ones that will help you cover some of the medical expenses if you are sick. Uh- Would you like me to explain you those plans? Um, well, is it... Okay, the plan that, uh, we'll talk about now is the one that I always have had? Yes, sir, that's correct. You're correct. Um, yeah, I'll just keep that one. You want to keep it like it is? Perfect. Yeah. We don't, we don't... You don't have to do nothing. We don't have to do nothing. The coverage will roll over. Okay. Well, let me ask you this. Do I have any dental plan with that? Um, no sir, just the preventative. The dental plan for yourself only will cost you \$3.38. If you go for a preventive visitation, like a cleaning, there is no deductible needed and they will cover 100%. If you're going for a basic non-surgical

extraction, a basic restoration like fillings, um, X-rays, they will cover 80% up to a \$50 deductible. Your annual maximum coverage will be \$500, but they won't cover any major procedure like root canals, dentures, braces, crowns. Mm-hmm. Those are not covered. Uh, so if I happen to need to get a tooth pulled, they won't cover that? If it's not surgical removal, like, um, like wisdom teeth and they have to put you asleep and all that- Mm-hmm. ... I think that won't be covered. But if it's, uh, like a major extraction, no. Okay, but it will cover that, getting a tooth pul- pulled? Then they just know that something's- If- if it's not surgical, yes. Okay. And that what I have now, uh, can I get that? Yeah, sure. We can add that to your plan. And that's the three dollars- Yeah. It's gonna be \$3.38. Yes, I would like to get that. Okay. So dental. Anything else that you would like to add to your, um, to your coverage? Mm-hmm. No, that's it. So it's, uh, the total weekly deduction is gonna be \$17.39. Okay, that's every pay period? Yes. Every week. Okay. So please allow one to two weeks for your employer to start making the new deductions. Right. Once you see the, the new deduction coming out on your paycheck that means the following Monday, that's when your coverage became active. And you're gonna receive the ID card by the end of that 10 weeks. Okay. Well, let me ask you this. If I wanna increase the dental plan that will cover more things can I do that at any time, or is this a one-time thing? I mean, that's, that's the only plan they're offering. There's no other plans or better plans. Oh, okay then. Yes, sir. Sorry. Okay then. All right. Well, I appreciate that. All righty, sir. Is there anything else that I can help you with today? No, that's it. All righty, Mr. Brown. So thank you for calling Benefits in a Car. I wish you two have a wonderful day, sir. All right. You t... Well, one more thing. Sure. Uh, with the medical, does that cover like if something's wrong with my eyes and I have to get it checked out like that? No. Just remember that is not covered by your preventative. Mm-hmm. But if you want- Okay. ... um, like vision coverage, uh, they have a vision plan for \$1.99. Uh- Hmm. ... the copay for eye exam will be \$10, copay for lenses and frames will be \$25, and you will get a frames allowance of \$130. Hmm. Okay. Uh, hmm. Okay. Uh, yeah. Let me get that too. Okay. So that's gonna be the preventative, dental and vision. So the new deductions are gonna be \$19.38. Okay. That's good. All right, and sir, the same applies. I'm sorry. You need to allow one to two weeks for your employer- Okay. ... to start making those new deductions. And then the dental and vision coverage will become active on the Monday after you see the first deduction. Okay. Uh, will y'all send me cards or? Yes. They're gonna send you, um, the dental and the vision ID cards. I'm assuming you already have them, the preventive care vision, I mean, preventive care ID cards. Is that correct? Uh, I think they mailed it to me. It's been so long since I asked for it. Can you check and is there a way you can check and see? Um, let me see. All right. If not, let me go home. Well, I'll go home and see do I have it. And if I don't, I'll just- Let me see. I think I can check that here. Aaron Brown. Okay. System is thinking. Mm-hmm. Okay. Okay. It was sent on November 1st, 20... Yeah. It was mailed on November the 5th. Okay. Okay. Well, I hope it does- It was, it was, m- but it was mailed twice on Feb- February and then on November. Would you like me to send you a copy to your email? A what? Or would you like... If you want, I can send you a copy to your email, that way you can have it on, on your email all the time. Or if you want to wait until the other two plans become active, we can send you the whole package. I mean, the three cards. Yeah. The dental, vision and the preventive care. Yes. I'll just wait and get those three. Okay. Because I might have it at home and just put it off somewhere. But, uh, yeah. Just do that. Send all three. Okay. So once, once you see the first deduction, please give us a call requesting the all I- all three ID cards to be sent to your

mailing address. I can- I cannot do that request right now because we're missing two policy numbers which are the, uh, which are, which are the dental and vision. And I, I mean, I don't have a way to make a reminder here for me to, uh, to send them. But if you give us a call once you see the first deduction, we- we can go ahead and, and, and make that request for you. Okay then. Well, I appreciate it. You're more than welcome, sir. Um, other than that, is there anything else that I can help you with? No, that's it. Okay, Mr. Brown. I appreciate it. Mm-hmm. You're more than welcome. Thank you for calling Benefits in a Car. Wish you two have a wonderful day. Happy New Year, sir. Okay. Okay, you too. Happy New Year. Thank you very much. Thank you very much. All right. Okay. Bye-bye. All right. Bye.