

Transcript: Sara

Marulanda-6433209469550592-4520494035550208

Full Transcript

Thank you for calling Benefits in a Card, my name is Sarah. May I have your name please? I called uh... Um, hello? Thank you for calling Benefits- ... In a Card. May I have your name, please? Hello? Can you hear me now? Um, I mean, there's a lot of back noise. Um... H- hello? Is that any better? Okay. Now is much better, yes. Thank you very much. My name is Sarah. We are Benefits in a Card. How may I help you? Oh, yes. I called yesterday. I have been one of your clients before and I called yesterday about changing my policy and re-up. And I just got a call that said I couldn't change my policy. Can you pull me up and look at it? Sure. I can do that for you. May I have the name of the agency that you are working with and the last four of your social? Mega Force. Okay. And the last four of your social, sir? 2008. Thank you very much, and your name and last name? Gary, G-A-R-R-Y Stevens. S-T-E-V-E-N-S. Mr. Stevens, and I guess for security purposes, sir, can you please verify your address and date of birth? Address is 811 Johnson Street, Reidsville, North Carolina 27320. Birthdate's 12/31/66. And is your email... Well, we have two here, gstevens2424@gmail.com and joycestevens2222@yahoo.com. Are they correct? They're correct. And is your phone number 336-432-2273? That's correct. Okay, sir. Thank you very much. Let me review the information on the system. Okay. Okay, you are not eligible for a new enrollment but what you can do is reinstate the old coverage which is the Insurance Plus Basic Dental- Okay how... How long do I- Go ahead. How long do I, how long do I gotta wait before I can re-up to a new plan? For the new plan? Okay, let me check that here, please. The Mega Force. You need to wait for the next Mega Force company open enrollment period and that will be... Okay. Next... Okay, it's gonna be until December. They make every year the open enrollment December and, uh, January. Now let me ask you something. During the last 30 days, have you involuntarily lost coverage with another company or have you got married? No, I have not- Or have you got married? I'm not at- Divorced? No, I- Have a child? I've had no children. Yeah, so, uh, in this case, the only way for you to en- to enroll in a new plan, uh, will be through a company open enrollment period which will be until December the 2nd. Okay. Can you do me one favor? Will you look at my old plan and see if I had the MD, like where you get your medication on the old plan? The FreeRx? Yes. Okay, let me check. I'm sorry, I'm just waiting for the system to download. No, you don't have... Well, you have it, uh, with uh MEC TeleRx, they're all together. But if you would like to enroll on FreeRx alone, you don't have to wait for open enrollment. That's the only plan that you can enroll out of the personal or company open enrollment period. Okay, so I don't have, uh, FreeRx? You do have FreeRx with MEC TeleRx, they came together but I'm explaining you, if you only want the FreeRx you don't have to wait until the next company open enrollment. You are allowed to enroll on FreeRx alone out of your, uh, personal open enrollment. So if- if that's the only one you want, you can do that or reinstate- I do. But if I get my... If I go back to my old plan, I'll have it automatically, right? Yes,

sir. Yes, but remember, uh, for the reinstatement, it's the same process, you need to allow one to two weeks for the company to start making deductions. Then the following Monday, that's when the coverage become active. But, yes, you will be enrolled on, on FreeRx because that one is include on the preventive care plan which you have before. Okay, let me talk to my wife and I'll call y'all back, okay? Su- sure, sir. Sure. Just take your time and give us a call back, okay? Okay, thank you. Have a great day, sir. Thank you for calling Benefits in a Card.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card, my name is Sarah. May I have your name please? I called uh... Um, hello? Thank you for calling Benefits- ... In a Card. May I have your name, please? Hello? Can you hear me now? Um, I mean, there's a lot of back noise. Um... H- hello? Is that any better? Okay. Now is much better, yes. Thank you very much. My name is Sarah. We are Benefits in a Card. How may I help you? Oh, yes. I called yesterday. I have been one of your clients before and I called yesterday about changing my policy and re-up. And I just got a call that said I couldn't change my policy. Can you pull me up and look at it? Sure. I can do that for you. May I have the name of the agency that you are working with and the last four of your social? Mega Force. Okay. And the last four of your social, sir? 2008. Thank you very much, and your name and last name? Gary, G-A-R-R-Y Stevens. S-T-E-V-E-N-S. Mr. Stevens, and I guess for security purposes, sir, can you please verify your address and date of birth? Address is 811 Johnson Street, Reidsville, North Carolina 27320. Birthdate's 12/31/66. And is your email... Well, we have two here, gstevens2424@gmail.com and joycestevens2222@yahoo.com. Are they correct? They're correct. And is your phone number 336-432-2273? That's correct. Okay, sir. Thank you very much. Let me review the information on the system. Okay. Okay, you are not eligible for a new enrollment but what you can do is reinstate the old coverage which is the Insurance Plus Basic Dental- Okay how... How long do I- Go ahead. How long do I, how long do I gotta wait before I can re-up to a new plan? For the new plan? Okay, let me check that here, please. The Mega Force. You need to wait for the next Mega Force company open enrollment period and that will be... Okay. Next... Okay, it's gonna be until December. They make every year the open enrollment December and, uh, January. Now let me ask you something. During the last 30 days, have you involuntarily lost coverage with another company or have you got married? No, I have not- Or have you got married? I'm not at- Divorced? No, I- Have a child? I've had no children. Yeah, so, uh, in this case, the only way for you to en- to enroll in a new plan, uh, will be through a company open enrollment period which will be until December the 2nd. Okay. Can you do me one favor? Will you look at my old plan and see if I had the MD, like where you get your medication on the old plan? The FreeRx? Yes. Okay, let me check. I'm sorry, I'm just waiting for the system to download. No, you don't have... Well, you have it, uh, with uh MEC TeleRx, they're all together. But if you would like to enroll on FreeRx alone, you don't have to wait for open enrollment. That's the only plan that you can enroll out of the personal or company open enrollment period. Okay, so I don't have, uh, FreeRx? You do have FreeRx with MEC TeleRx, they came together but I'm explaining you, if you only want the FreeRx you don't have to wait until the next company open enrollment. You are allowed to enroll on FreeRx alone out of

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