

## **Transcript: Sara**

**Marulanda-6481219607511040-4558834847367168**

### **Full Transcript**

Thank you for calling Benefits and Insurance Card. My name is Sarah. May I have your name, please? Tommy Montgomery. Hello, Mr. Montgomery. How may I help you? Uh, yes, I work for SST and they gave me the number so I can call and get more on my insurance. This health insurance, I need it for me and my wife. Okay, let me check that for you. Um, may I have the name of the agency again, I'm sorry? Sph- SST, Suphere- Superior Steel Trades. Okay, hold on. I'm sorry, I'm just waiting for the system. Okay, and may I have the last four of your Social? 1758. Okay, sir, um, your company's under open enrollment and you're still under your personal enrollment as well. Um, so- Do what? Okay, what I'm gonna need is your address, um, phone number, and email address. We don't have any of that information here on the system. Okay, you need my address? Yes, sir, please. It's 6070 Mason Road, Biloxi, Mississippi 39532. Okay. Hold on. Is there any apartment number? No, that's just, that's, that's my address. Okay. All right. I was just trying to figure out if there, uh- Yeah. ... was any apartment. Uh, I'm wondering, may I have your phone number, please? 228-234-8842. Okay, and your email address? montgomerymommy5@gmail.com. Tommy is with double M? Yeah, T as in like in Tom. Okay, and the five- T-O-M-M- ... is number five? Yeah. I'm sorry. Yeah, yeah. T-O-M-M-Y... Number five at gmail. Okay, thank you very much. Okay, so did you already know what you would like to enroll at? Uh, no, I don't. She was... They sent me something, you know, but I need, I need like health insurance for me and my wife. Okay, I're gonna explain you what your company is offering. They have one preventive care plan. That one will not cover any doctor visitations if you are sick, but it will cover colonoscopy, uh, pap smear, um, blood work, uh, vaccinations, et cetera. That one will cost for you and your spouse \$20.81 per week. Then they have two- So you're telling me... Oh, go ahead, I'm sorry. It's okay. Then they have two medicals that are called VIP Classic and VIP Pro. Those two plans will cover a flat fee, but they will cover, um, medical or doctor visitations if you are sick. Like, if you are going to a physician's office, the VIP Classic will cover \$50 per day up to four times per year, and the VIP Pro will cover \$150 per day up to four times per year. For, um, let's say surgery in hospital, VIP Classic will cover \$500 per day one time, and VIP Pro will cover \$250 per day one time. For hospital admission, VIP Classic will cover \$500 per day one time, and VIP Pro will cover \$2,000 per day one time as well. Um, the critical illness rider is include on that plan. It will cover... For medications, it will cover 10, 20... I mean, your copay will be \$10, \$20, or \$30 for generic, and you will get a discount on non-genetic, um, prescriptions. The multi-plan network is include on both plans, and the virtual urgent care is include on both plans. The VIP Classic will cost you \$43.24 per week, and the VIP Pro will cost you \$83.25 per week. Okay. The, the VIP Pro, that covers if you got to go... I'm just saying, I hope I don't never have to, but that covers if you got to go in the hospital and the doctor, right? Yes. Th- That one cover hospital and doctor visitations. It's just the Classic will cost less money than

the VIP Pro. Well, let's do the VIP Pro. Okay. And they offer any additional benefits as well, like short-term disability, vision, dental, um, term life, behavioral health, 24-hour group accident. Each one has different price, and if you want them, then you can get. Yeah, let's- If not, you don't have to. No I want, I want the short-term. I want... Uh, I had this before, you know, and I had to change jobs. Okay. I want the short, the short-term, uh, the, the vision. Okay. And, uh, accident. And the 24-hour group accident. Okay. I understand. The dental, what is it? Okay. Go ahead. I'm sorry, the dental as well? Yeah. How much, how much is all this total, the VIP with this added on? Total. Okay, the whole total will be \$105.38 per week. Okay, that's, uh, the VIP, so I gotta go to the doctor, I gotta go in the hospital, uh... Yes. The short-term, that's on me. Yes. Uh, the accident, is that on me and my wife or just me? On both of you. Okay. That and the vision and the dental. For- That's on both of us, correct? Yes, that is- Okay. That, that's good. Yeah, that's more than I need. Okay, so, okay, so you authorize, um, Super Skilled Trades to start making deductions of \$105.38 to cover, um, VIP Pro, which is medical, dental, vision and, uh, 24-hour group accident for, for yourself and your spouse, and a short-term disability for yourself. Is that correct? That's correct. Okay, sir. So please allow one to two weeks for your employer to start making deductions. Once you see the first in, deduction, that means the following Monday, that's when your coverage become active. Now I gonna need your spouse information. What is the first name? My first name? Tommy. Your, your spouse. First name? Your spouse information and your dependent's- Oh, I'm sorry, um, yeah, yeah, I'm sorry. Sarah, S-A-R-A-H. Sarah. Uh, any middle initial? No. And last name? Montgomery. Okay, let me just verify, did you say Montgomery, R-Y-O-N-D? Montgomery. Montgomery. M-O-N-T-G-O-M-E-R-Y. All right. Same as my name, my wife. Okay. Okay, and, uh, do you know Ms. Montgomery, um, last, um, Social Security number? Yeah, I sure do. It's 556-31-9916. Let me verify that. 556-31-9916. Correct. Okay, um, I'm assuming she's a female. Do what, now? If she's a female. Is she a female? Yes. Yes. Okay, um, her date of birth. Two, I mean four, 1766. Four, 1766. Okay, I got it. Uh, now, I gonna need a... Hold on, I'm waiting for the system. Okay, and because you have group accident, we're gonna need a beneficiary. Like, who would you like to receive the benefit in case, um, something happened to you? The, the group accident. Uh, uh, Sarah, my, my wife, Sarah. Okay. Okay, Mr. Montgomery. So I think we're pretty much done. Do you have any questions for us? Okay, you say when it start, I see it coming out on my checks, the, uh, you say- Once- When... Once, once it comes out, my, my- Okay, once- Go ahead. Yes. Okay, once you see the first deduction, it will receive the money the following Monday. That's when your coverage become active, and as you gonna receive the ID cards by the end of that week. The virtual copies, they only one, then, will be sent only by email, but if you want to receive a hard copy, just give us a call after the first deduction, and then we can make a request for that card to be sent to your mailing address as well. Okay. The rest of the cards are gonna be sent there. Um, so where the cards gonna be sent? The same address I gave you. Yes, the 6070 Mason Road, Lux, Mississippi, 39532. Is that correct? Correct. Yes, sir. They're gonna be sent over there. Okay. All right. All right, sir. All right. Thank you. You're more than welcome. Thank you. Have a... You're more than welcome. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Okay, you're welcome. Bye-bye.

## Conversation Format

Speaker None: Thank you for calling Benefits and Insurance Card. My name is Sarah. May I have your name, please? Tommy Montgomery. Hello, Mr. Montgomery. How may I help you? Uh, yes, I work for SST and they gave me the number so I can call and get more on my insurance. This health insurance, I need it for me and my wife. Okay, let me check that for you. Um, may I have the name of the agency again, I'm sorry? Sph- SST, Suphere- Superior Steel Trades. Okay, hold on. I'm sorry, I'm just waiting for the system. Okay, and may I have the last four of your Social? 1758. Okay, sir, um, your company's under open enrollment and you're still under your personal enrollment as well. Um, so- Do what? Okay, what I'm gonna need is your address, um, phone number, and email address. We don't have any of that information here on the system. Okay, you need my address? Yes, sir, please. It's 6070 Mason Road, Biloxi, Mississippi 39532. Okay. Hold on. Is there any apartment number? No, that's just, that's, that's my address. Okay. All right. I was just trying to figure out if there, uh- Yeah. ... was any apartment. Uh, I'm wondering, may I have your phone number, please? 228-234-8842. Okay, and your email address? montgomerymommy5@gmail.com. Tommy is with double M? Yeah, T as in like in Tom. Okay, and the five- T-O-M-M- ... is number five? Yeah. I'm sorry. Yeah, yeah. T-O-M-M-Y... Number five at gmail. Okay, thank you very much. Okay, so did you already know what you would like to enroll at? Uh, no, I don't. She was... They sent me something, you know, but I need, I need like health insurance for me and my wife. Okay, I're gonna explain you what your company is offering. They have one preventive care plan. That one will not cover any doctor visitations if you are sick, but it will cover colonoscopy, uh, pap smear, um, blood work, uh, vaccinations, et cetera. That one will cost for you and your spouse \$20.81 per week. Then they have two- So you're telling me... Oh, go ahead, I'm sorry. It's okay. Then they have two medicals that are called VIP Classic and VIP Pro. Those two plans will cover a flat fee, but they will cover, um, medical or doctor visitations if you are sick. Like, if you are going to a physician's office, the VIP Classic will cover \$50 per day up to four times per year, and the VIP Pro will cover \$150 per day up to four times per year. For, um, let's say surgery in hospital, VIP Classic will cover \$500 per day one time, and VIP Pro will cover \$250 per day one time. For hospital admission, VIP Classic will cover \$500 per day one time, and VIP Pro will cover \$2,000 per day one time as well. Um, the critical illness rider is include on that plan. It will cover... For medications, it will cover 10, 20... I mean, your copay will be \$10, \$20, or \$30 for generic, and you will get a discount on non-genetic, um, prescriptions. The multi-plan network is include on both plans, and the virtual urgent care is include on both plans. The VIP Classic will cost you \$43.24 per week, and the VIP Pro will cost you \$83.25 per week. Okay. The, the VIP Pro, that covers if you got to go... I'm just saying, I hope I don't never have to, but that covers if you got to go in the hospital and the doctor, right? Yes. Th- That one cover hospital and doctor visitations. It's just the Classic will cost less money than the VIP Pro. Well, let's do the VIP Pro. Okay. And they offer any additional benefits as well, like short-term disability, vision, dental, um, term life, behavioral health, 24-hour group accident. Each one has different price, and if you want them, then you can get. Yeah, let's- If not, you don't have to. No I want, I want the short-term. I want... Uh, I had this before, you know, and I had to change jobs. Okay. I want the short, the short-term, uh, the, the vision. Okay. And, uh, accident. And the 24-hour group accident. Okay. I understand. The dental, what is it? Okay. Go ahead. I'm sorry, the dental as well? Yeah. How

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