

Transcript: Sara

Marulanda-6729940330299392-5120071227621376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, can I have your name, please? Hey, hello. This is Alberto Cambero. Hello, Mr. Cambero, how may I help you? Uh, I received a benefits, uh, letter from my employer and, um, I want to re-enroll for next period. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your social? Uh, this is Oxford. Oxford, Florida? Okay. Yeah. And- And the last four of your social? 9350. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah, my home address is 1749 West Pueblo Vista Boulevard, Tucson, Arizona 85713. And date of birth is December 19, 1983. You say 1749 West Pueblo Vista Boulevard? Yes. Okay, we're missing the Vista. Okay, I need your email, alberto.cambero@gmail.com? Yes, still that one. Need your phone number, 520-476-5384. Exactly. And we have another one, 520-422-8489. Is that correct as well? No, that no longer exists. You can delete it. Let me delete this one. Okay. And did you already know what you would like to enroll at? Uh, to be honest, I would just, uh, on the most basic one, I think is the Stay Healthy. The Stay Healthy is prevention only. That one will not cover any doctor visitations if you are sick. For doctor visitations, the most basic is the Insurance Plus Basic. Okay, so what will be the deductions? Okay, for the Insurance Plus Basics, the... for yourself only? Yes. Okay, so that's gonna be \$18 per week and for the preventive care, the MEC 10LX is gonna be \$16.11. So, just decide which one would you like to enroll at. Oh, okay. So you say that if I go to the Insurance Plus Basic, uh, I will also be covered with whatever is included in the Stay Healthy? No, no, those are two different plans. No, have to be separate? Yes. They're separate. One is- So you have to be en- be en-enrolled in both of them? So you want both of them? No, I, that's my question. You have to be en- enrolled in both? No, it's up to you I it it depends on you if you want preventive only, you can go to the MEC, if you want medical only, you can go with the BIC. But if you want both, you can, um, you are allowed to enroll in both of them. Oh, no, just got the preventative. The MEC? Okay, perfect. Yep. Okay. It's gonna be \$16.11. Anything else that you would like to add to that coverage? Dental, um- Uh, no, that would... That's it? No. I had it and never, never used it so right now for the next year, I'm going to the most basic one. Okay, so the total weekly deduction is gonna be \$16.11. Um, your coverage- Because that's, that's, that, that includes, uh, uh, prescriptions, right? Preventative prescriptions? Yes. That will include prescriptions. Yeah. Yes. Okay. Next. Okay, so, um, the coverage is gonna become active on, looks for only January the 6th. And, uh- January the 6th, right? Yes, January the 6th. And you're gonna see deductions, uh, between the last and the week before the last, uh, of December, yes. Okay. Okay. Um, you're gonna receive your ID card a week after the first deduction at your, in, at your mailing address. If you don't receive it, just give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay, thank you.

You're more than welcome. Anything else that I can help you with? Uh, no, that's, that was the whole purpose of the call. All righty. So thank you for calling Benefits in a Car. Wish you two have a wonderful day. You too. Thank you. Thank you. Hmm, bye bye. Bye bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, can I have your name, please? Hey, hello. This is Alberto Cambero. Hello, Mr. Cambero, how may I help you? Uh, I received a benefits, uh, letter from my employer and, um, I want to re-enroll for next period. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your social? Uh, this is Oxford. Oxford, Florida? Okay. Yeah. And- And the last four of your social? 9350. Thank you very much. And, uh, just for security purposes, can you please verify your address and date of birth? Yeah, my home address is 1749 West Pueblo Vista Boulevard, Tucson, Arizona 85713. And date of birth is December 19, 1983. You say 1749 West Pueblo Vista Boulevard? Yes. Okay, we're missing the Vista. Okay, I need your email, alberto.cambero@gmail.com? Yes, still that one. Need your phone number, 520-476-5384. Exactly. And we have another one, 520-422-8489. Is that correct as well? No, that no longer exists. You can delete it. Let me delete this one. Okay. And did you already know what you would like to enroll at? Uh, to be honest, I would just, uh, on the most basic one, I think is the Stay Healthy. The Stay Healthy is prevention only. That one will not cover any doctor visitations if you are sick. For doctor visitations, the most basic is the Insurance Plus Basic. Okay, so what will be the deductions? Okay, for the Insurance Plus Basics, the... for yourself only? Yes. Okay, so that's gonna be \$18 per week and for the preventive care, the MEC 10LX is gonna be \$16.11. So, just decide which one would you like to enroll at. Oh, okay. So you say that if I go to the Insurance Plus Basic, uh, I will also be covered with whatever is included in the Stay Healthy? No, no, those are two different plans. No, have to be separate? Yes. They're separate. One is- So you have to be en- be en-enrolled in both of them? So you want both of them? No, I, that's my question. You have to be en- enrolled in both? No, it's up to you I it depends on you if you want preventive only, you can go to the MEC, if you want medical only, you can go with the BIC. But if you want both, you can, um, you are allowed to enroll in both of them. Oh, no, just got the preventative. The MEC? Okay, perfect. Yep. Okay. It's gonna be \$16.11. Anything else that you would like to add to that coverage? Dental, um- Uh, no, that would... That's it? No. I had it and never, never used it so right now for the next year, I'm going to the most basic one. Okay, so the total weekly deduction is gonna be \$16.11. Um, your coverage- Because that's, that's, that, that includes, uh, uh, prescriptions, right? Preventative prescriptions? Yes. That will include prescriptions. Yeah. Yes. Okay. Next. Okay, so, um, the coverage is gonna become active on, looks for only January the 6th. And, uh- January the 6th, right? Yes, January the 6th. And you're gonna see deductions, uh, between the last and the week before the last, uh, of December, yes. Okay. Okay. Um, you're gonna receive your ID card a week after the first deduction at your, in, at your mailing address. If you don't receive it, just give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay, thank you. You're more than welcome. Anything else that I can help you with? Uh, no, that's, that was the whole purpose of the call. All righty. So thank you for calling Benefits in a Car. Wish you two

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