

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Oh, yes, hi. My name is Mr. Lawrence Neesmith, and I just, uh, got hired with MAU, and they gave me a benefit and a card, um, package, so I'm calling to enroll. Okay. Let me pull up your file. What's the last four of your Social? Yeah, 2412. And your first and last name? My name is Lawrence Neesmith. Okay. Do you mind verifying your address and date of birth? Yes. My address is 2900 Alsina Lane, Apartment 32CS and K, Latonia, Georgia 338. What else did you say if wanted? Your date of birth. Oh, yes, sure. 02/25/1965. Phone number 518-419-1754? Yes, ma'am. And then email is Lawrence Smith, um, or, no, I'm sorry. Lauren- Neesmith. ... uh, N-E- Neesmith. S- Yeah. All right. 917- Yeah. ... @gmail.com. Yeah. Okay. All right. Uh, do you know what specific plans you're wanting to enroll into? Well, I want something where I could be covered for my medical, eyes, and dental at affordable cost. And what is it? I see you got a MetLife, and what else? Or is it MetLife? So, dental and vision are going to be separate from medical. Um, Me- I'm sorry, vision is through MetLife, and dental is through American Public Life. Oh, okay. I see. Yes. Now, there's multiple medical plans to choose from. Do you have a copy of the benefits guide? No, I just have a booklet. Yeah, that's- Is that what you mean? ... that's what I'm referring to. It should say, um... Well, I have my own doctor, my own primary. I just need insurance again. I have BlueCross BlueShield. Okay, so you're not using Med- So that means I would have to pay... I would have to pay doctors if I get under this thing here? Well, it depends on the medical plan that you choose. I'm, I'm, sorry. I, I, I got a little confused. I thought you said you were wanting medical insurance. Yes, I do. Okay. So, for the majority of our plans, you do have to stay in network. The network is MultiPlan. So it really just depends on what specific medical plan you choose that we offer. If you re- Oh. ... choose a plan that y- is required to stay in network, then yes, you would need to make sure your doctor is in the MultiPlan network... Oh. ... which you can either do by going onto the MultiPlan website, or you can call MultiPlan, and they can verify that for you. Oh, okay, I see it. MultiPlan, uh, whatever the... E-L-I-X-I-R Rite Aid? Something... And, um, Be- Benefit and a Card. So Benefits- Uh-huh. ... and a Card is the name of our company. We're just your- Oh. ... benefits administrators, so we can get you enrolled into coverage. We can answer- Wow. ... general questions, but that's, that's just the name of our company. So we're your benefits administrators. Now, Elixir- So MultiPlan? Mm. I'm sorry, go ahead. MultiPlan, again, is the name of the network for our- Oh, okay. ... medical plans you have to stay within. All right. Okay. Where you see Elixir, that is a prescription carrier for one of the medical plans. Okay. So there's a lot of information here that it's easily confused. Mm-hmm. What you want to do is you want to go to the plan- the page that says Plan Benefit Summaries up at the top. It should be on page number two or three. Um, and these- Yeah. ... two pages is going to go- Uh-huh. ... over the different medical plans that we offer. Right. Right. All right. Okay. Hmm. Well, I'm

gonna have to read this again, then, and figure out something. \$10 copay is not bad. There's primary care, good Okay. Well, I would ask you, what would you do? But... Yeah, I mean, unfortunately I'm not able to make suggestions. Yeah. I understand. I understand. All right. Well, let... I'm gonna have to call back. That's what I'm gonna have to do. Okay, that's fine. Um, just so you know, you do have 30 days from the date of your first check to get enrolled into benefits, so you do have some time to make a decision. Yeah, I get a check this week. So first two-day check, yeah. All right, all right. Well, I'm going to look over this and, and I'll be calling back, okay? All righty. You have a- Thank you. ... wonderful day. You did likewise. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker_1: Oh, yes, hi. My name is Mr. Lawrence Neesmith, and I just, uh, got hired with MAU, and they gave me a benefit and a card, um, package, so I'm calling to enroll.

Speaker speaker_0: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_1: Yeah, 2412.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: My name is Lawrence Neesmith.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. My address is 2900 Alsina Lane, Apartment 32CS and K, Latonia, Georgia 338. What else did you say if wanted?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, yes, sure. 02/25/1965.

Speaker speaker_0: Phone number 518-419-1754?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is Lawrence Smith, um, or, no, I'm sorry. Lauren-

Speaker speaker_1: Neesmith.

Speaker speaker_0: ... uh, N-E-

Speaker speaker_1: Neesmith.

Speaker speaker_0: S-

Speaker speaker_1: Yeah.

Speaker speaker_0: All right.

Speaker speaker_1: 917-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... @gmail.com. Yeah.

Speaker speaker_0: Okay. All right. Uh, do you know what specific plans you're wanting to enroll into?

Speaker speaker_1: Well, I want something where I could be covered for my medical, eyes, and dental at affordable cost. And what is it? I see you got a MetLife, and what else? Or is it MetLife?

Speaker speaker_0: So, dental and vision are going to be separate from medical. Um, Me- I'm sorry, vision is through MetLife, and dental is through American Public Life.

Speaker speaker_1: Oh, okay. I see. Yes.

Speaker speaker_0: Now, there's multiple medical plans to choose from. Do you have a copy of the benefits guide?

Speaker speaker_1: No, I just have a booklet.

Speaker speaker_0: Yeah, that's-

Speaker speaker_1: Is that what you mean?

Speaker speaker_0: ... that's what I'm referring to. It should say, um...

Speaker speaker_1: Well, I have my own doctor, my own primary. I just need insurance again. I have BlueCross BlueShield.

Speaker speaker_0: Okay, so you're not using Med-

Speaker speaker_1: So that means I would have to pay... I would have to pay doctors if I get under this thing here?

Speaker speaker_0: Well, it depends on the medical plan that you choose. I'm, I'm, sorry. I, I, I got a little confused. I thought you said you were wanting medical insurance.

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Okay. So, for the majority of our plans, you do have to stay in network. The network is MultiPlan. So it really just depends on what specific medical plan you choose that we offer. If you re-

Speaker speaker_1: Oh.

Speaker speaker_0: ... choose a plan that y- is required to stay in network, then yes, you would need to make sure your doctor is in the MultiPlan network...

Speaker speaker_1: Oh.

Speaker speaker_0: ... which you can either do by going onto the MultiPlan website, or you can call MultiPlan, and they can verify that for you.

Speaker speaker_1: Oh, okay, I see it. MultiPlan, uh, whatever the... E-L-I-X-I-R Rite Aid? Something... And, um, Be- Benefit and a Card.

Speaker speaker_0: So Benefits-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... and a Card is the name of our company. We're just your-

Speaker speaker_1: Oh.

Speaker speaker_0: ... benefits administrators, so we can get you enrolled into coverage. We can answer-

Speaker speaker_1: Wow.

Speaker speaker_0: ... general questions, but that's, that's just the name of our company. So we're your benefits administrators. Now, Elixir-

Speaker speaker_1: So MultiPlan? Mm. I'm sorry, go ahead.

Speaker speaker_0: MultiPlan, again, is the name of the network for our-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... medical plans you have to stay within.

Speaker speaker_1: All right. Okay.

Speaker speaker_0: Where you see Elixir, that is a prescription carrier for one of the medical plans.

Speaker speaker_1: Okay.

Speaker speaker_0: So there's a lot of information here that it's easily confused.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What you want to do is you want to go to the plan- the page that says Plan Benefit Summaries up at the top. It should be on page number two or three. Um, and these-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... two pages is going to go-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... over the different medical plans that we offer.

Speaker speaker_1: Right. Right. All right. Okay. Hmm. Well, I'm gonna have to read this again, then, and figure out something. \$10 copay is not bad. There's primary care, good Okay.

Well, I would ask you, what would you do? But...

Speaker speaker_0: Yeah, I mean, unfortunately I'm not able to make suggestions.

Speaker speaker_1: Yeah. I understand. I understand. All right. Well, let... I'm gonna have to call back. That's what I'm gonna have to do.

Speaker speaker_0: Okay, that's fine. Um, just so you know, you do have 30 days from the date of your first check to get enrolled into benefits, so you do have some time to make a decision.

Speaker speaker_1: Yeah, I get a check this week. So first two-day check, yeah. All right, all right. Well, I'm going to look over this and, and I'll be calling back, okay?

Speaker speaker_0: All righty. You have a-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... wonderful day.

Speaker speaker_1: You did likewise. Thank you.

Speaker speaker_0: Thank you. Bye-bye.