

Transcript: VICTORIA

Taylor-4996601821839360-5128592475078656

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Darius? Yes. Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for BGS. Yes. How you doing? Good. I'm doing great. Um, I'm just giving you a call because we did receive a enrollment form that you recently signed and dated on the 6th of March. Yes, I was wondering, is that... uh, what- what all does that include? I wanted to get actual insurance. I was trying to get actual insurance, so I want to address that . So, yeah. I mean, it... what you selected on the form is just the virtual primary care benefit, and that's exactly what it sounds. It's just primary care online. Okay. And, uh, and, is there any... but that- that- that's the only one I've seen, uh, that I was able to select, correct? That's all they offer? All right. That's what I'm trying... No, they offer multiple plans. They have- All right. ... um, about five different medical plans. They have dental, short-term disability, term life, vision, critical illness, group accident, behavioral health, IDX Social Plus and FreeRx. Okay. Is it, is it too late for me to go back and, and select actual medical? 'Cause I was, I was doing it on my phone, maybe that's why I didn't see anything. I was like... I was, uh, shouldn't, shouldn't have left that part on my phone. Not necessarily. I do see here that we still need to verify your eligibility. Are you a rehire with them? Uh, yes. Okay. Uh, that might be r- why. We just don't have your rehire information just yet. Um, so we still have to verify that on our end. But what I can do is I can send you a copy of the benefits guide to your email. Yes, please. That way you can look over all the plans, what they cover and how much they cost. Okay. And then once you make a decision, just call us back from there. All right. Thank you so much. You're welcome. You have a wonderful day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes. Hey, is this Darius?

Speaker speaker_0: Yes.

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for BGS.

Speaker speaker_0: Yes. How you doing?

Speaker speaker_2: Good. I'm doing great. Um, I'm just giving you a call because we did receive a enrollment form that you recently signed and dated on the 6th of March.

Speaker speaker_0: Yes, I was wondering, is that... uh, what- what all does that include? I wanted to get actual insurance. I was trying to get actual insurance, so I want to address that .

Speaker speaker_2: So, yeah. I mean, it... what you selected on the form is just the virtual primary care benefit, and that's exactly what it sounds. It's just primary care online.

Speaker speaker_0: Okay. And, uh, and, is there any... but that- that- that's the only one I've seen, uh, that I was able to select, correct? That's all they offer? All right. That's what I'm trying...

Speaker speaker_2: No, they offer multiple plans. They have-

Speaker speaker_0: All right.

Speaker speaker_2: ... um, about five different medical plans. They have dental, short-term disability, term life, vision, critical illness, group accident, behavioral health, IDX Social Plus and FreeRx.

Speaker speaker_0: Okay. Is it, is it too late for me to go back and, and select actual medical? 'Cause I was, I was doing it on my phone, maybe that's why I didn't see anything. I was like... I was, uh, shouldn't, shouldn't have left that part on my phone.

Speaker speaker_2: Not necessarily. I do see here that we still need to verify your eligibility. Are you a rehire with them?

Speaker speaker_0: Uh, yes.

Speaker speaker_2: Okay. Uh, that might be r- why. We just don't have your rehire information just yet. Um, so we still have to verify that on our end. But what I can do is I can send you a copy of the benefits guide to your email.

Speaker speaker_0: Yes, please.

Speaker speaker_2: That way you can look over all the plans, what they cover and how much they cost.

Speaker speaker_0: Okay.

Speaker speaker_2: And then once you make a decision, just call us back from there.

Speaker speaker_0: All right. Thank you so much.

Speaker speaker_2: You're welcome. You have a wonderful day.

Speaker speaker_0: You too. Bye-bye.