

Transcript: VICTORIA

Taylor-5396811608276992-5895937525596160

Full Transcript

Thank you for calling Benefits on Akari. This is Victoria. How can I help you? How are you doing, Ms. Victoria? This is Nicholas A. I got your, uh, voicemail. I think, uh, I never, uh, I got your, uh, voicemail, uh, so my, um, left on my phone and they told me, um, my insurance, you're going to give me the basic, uh, basic insurance, 'cause I pay everything on the insurance pay, uh, on the insurance plan. If I could do that, then I was gonna get, uh, I would wanna make sure everything was okay about my insurance. What's the insurance? I'm with MAU. Okay. Yeah. Uh, Nicholas, Nicholas A. is with MA- MAU. Okay, and the last four of your Social? Uh, 2027. All right, and then do you mind verifying your address and date of birth? Uh, 104 Moore Street, uh, citizen of South Carolina. Area code is two nine... Excuse me, 29681 and my date of birth is 2-11-83. Okay. And then, um, phone number is going to be 864-631-6313? Yes, ma'am. Yes, ma'am. And then email is nvance245 at gmail? Yes, ma'am. Okay. So I see you're enrolled into a couple different things, the Insure Plus Basics Medical Plan. Yeah. Dental, short-term disability. Okay, which of... Oh, sh- I'm sorry, could you- Oh, medical... I'm so, I'm sorry. I forgot, y'all. I was wondering what that was, 'cause I got it on my email to, uh, they were going to put me on, in the short term dis-, um, medical, something like that. I just want to know what that is. Okay, so let me just review with you everything that you're enrolled into, and then I can go into further details from there. So again, you're enrolled into the Insure Plus Basics Medical Plan, the dental, the short-term disability, vision, critical illness, group accident. Okay. The MEC, um, preventative medical plan and then behavioral health and ID experts. All of this being for employee only. Okay. Um, so the Insure Plus- Okay. ... Basics is a hospital indemnity plan. It provides coverage for, uh, basically your non-preventative medical, like if you get admitted to the hospital, you have to go to the emergency room or just a normal physician's office. There's coverage for that, um- Mm-hmm. ... the insurance will pay a set dollar amount towards the benefits and then you pay the remainder of the bill. Um- What's, uh, what's, what's, what's the whole, what's that, 100%, what's that, uh, 50%? What? There's not a percentage. It's a set dollar amount. So just to give you an example- Oh, okay. ... if you go to the emergency room, um, the insurance will pay \$250 of that visit, and then you pay the remainder of the bill. Okay, that's cool. That's cool. 'Cause I was, um, I was getting worried when I heard y'all said, "Don't." I said, "Don't." Because I think they're getting me wrong. I got two more voicemails. I mean, I had 20 some voicemails. I said, "Oh, man. What's going on?" Let me check my voicemails. When I heard y'all voicemail, I was like, "Yeah, call." Okay. Um, I don't know if you have this, but I can send you a copy of the benefits guide, and it actually goes over all of the plans being offered through your employer, and it breaks it down as far as, like, what is covered, um, and some information- Mm-hmm. ... about the insurance carriers that might be beneficial for you. Yeah. If you don't mind sending it to my email, please. You, you told me. Thank you. And- Yeah. I'd

love to send it to you. ... as well, um, and... Yeah, oh, and I think, too, um, um, how much I take, how much is taken out my check every, every week? How much I have to pay for this? Uh, it looks like \$44.61. Every week? With all of that I got? Yes, sir. Oh, okay. Okay. I'm going to make sure I, um, make sure I add insurance 'cause I do got two cards. I got two cards right now, you know what I'm saying? Um, uh, I was waiting on my, um, uh, my, my vision, because I wear glasses, too, but I'm going to get some more glasses. Okay. Do you need me to- So- ... send you electronic copies or, like, digital copies? I can send it to your email. Please, if you don't mind. Okay. Give me just a few seconds. Let me look those up and I will be right back. Yes, ma'am. Alrighty. Thank you so much for holding. So I just downloaded all of your ID cards and, and, uh, also sent those to your email. Oh, thank you so much. Thank you so much, ma'am. And I, and I hope you have a, uh, thank you and I hope you have a blessed day, too. You as well. Hello? Did you need help with anything else? No, ma'am. I just wanted to make sure because I want, I wanna make, um, I got with y'all because I want to make sure everything's correct 'cause everything's correct. And I appreciate it. Yes, sir. Thank you. You have a wonderful day. You, too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Akari. This is Victoria. How can I help you?

Speaker speaker_1: How are you doing, Ms. Victoria? This is Nicholas A. I got your, uh, voicemail. I think, uh, I never, uh, I got your, uh, voicemail, uh, so my, um, left on my phone and they told me, um, my insurance, you're going to give me the basic, uh, basic insurance, 'cause I pay everything on the insurance pay, uh, on the insurance plan. If I could do that, then I was gonna get, uh, I would wanna make sure everything was okay about my insurance.

Speaker speaker_0: What's the insurance?

Speaker speaker_1: I'm with MAU.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Uh, Nicholas, Nicholas A. is with MA- MAU.

Speaker speaker_0: Okay, and the last four of your Social?

Speaker speaker_1: Uh, 2027.

Speaker speaker_0: All right, and then do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 104 Moore Street, uh, citizen of South Carolina. Area code is two nine... Excuse me, 29681 and my date of birth is 2-11-83.

Speaker speaker_0: Okay. And then, um, phone number is going to be 864-631-6313?

Speaker speaker_1: Yes, ma'am. Yes, ma'am.

Speaker speaker_0: And then email is nvance245 at gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I see you're enrolled into a couple different things, the Insure Plus Basics Medical Plan.

Speaker speaker_1: Yeah.

Speaker speaker_0: Dental, short-term disability.

Speaker speaker_1: Okay, which of... Oh, sh-

Speaker speaker_0: I'm sorry, could you-

Speaker speaker_1: Oh, medical... I'm so, I'm sorry. I forgot, y'all. I was wondering what that was, 'cause I got it on my email to, uh, they were going to put me on, in the short term dis-, um, medical, something like that. I just want to know what that is.

Speaker speaker_0: Okay, so let me just review with you everything that you're enrolled into, and then I can go into further details from there. So again, you're enrolled into the Insure Plus Basics Medical Plan, the dental, the short-term disability, vision, critical illness, group accident.

Speaker speaker_1: Okay.

Speaker speaker_0: The MEC, um, preventative medical plan and then behavioral health and ID experts. All of this being for employee only.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so the Insure Plus-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Basics is a hospital indemnity plan. It provides coverage for, uh, basically your non-preventative medical, like if you get admitted to the hospital, you have to go to the emergency room or just a normal physician's office. There's coverage for that, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the insurance will pay a set dollar amount towards the benefits and then you pay the remainder of the bill. Um-

Speaker speaker_1: What's, uh, what's, what's, what's the whole, what's that, 100%, what's that, uh, 50%? What?

Speaker speaker_0: There's not a percentage. It's a set dollar amount. So just to give you an example-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you go to the emergency room, um, the insurance will pay \$250 of that visit, and then you pay the remainder of the bill.

Speaker speaker_1: Okay, that's cool. That's cool. 'Cause I was, um, I was getting worried when I heard y'all said, "Don't." I said, "Don't." Because I think they're getting me wrong. I got two more voicemails. I mean, I had 20 some voicemails. I said, "Oh, man. What's going on?" Let me check my voicemails. When I heard y'all voicemail, I was like, "Yeah, call."

Speaker speaker_0: Okay. Um, I don't know if you have this, but I can send you a copy of the benefits guide, and it actually goes over all of the plans being offered through your employer, and it breaks it down as far as, like, what is covered, um, and some information-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... about the insurance carriers that might be beneficial for you.

Speaker speaker_1: Yeah. If you don't mind sending it to my email, please. You, you told me. Thank you. And-

Speaker speaker_0: Yeah. I'd love to send it to you.

Speaker speaker_1: ... as well, um, and... Yeah, oh, and I think, too, um, um, how much I take, how much is taken out my check every, every week? How much I have to pay for this?

Speaker speaker_0: Uh, it looks like \$44.61.

Speaker speaker_1: Every week? With all of that I got?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. Okay. I'm going to make sure I, um, make sure I add insurance 'cause I do got two cards. I got two cards right now, you know what I'm saying? Um, uh, I was waiting on my, um, uh, my, my vision, because I wear glasses, too, but I'm going to get some more glasses.

Speaker speaker_0: Okay. Do you need me to-

Speaker speaker_1: So-

Speaker speaker_0: ... send you electronic copies or, like, digital copies? I can send it to your email.

Speaker speaker_1: Please, if you don't mind.

Speaker speaker_0: Okay. Give me just a few seconds. Let me look those up and I will be right back.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Alrighty. Thank you so much for holding. So I just downloaded all of your ID cards and, and, uh, also sent those to your email.

Speaker speaker_1: Oh, thank you so much. Thank you so much, ma'am. And I, and I hope you have a, uh, thank you and I hope you have a blessed day, too.

Speaker speaker_2: You as well.

Speaker speaker_1: Hello?

Speaker speaker_2: Did you need help with anything else?

Speaker speaker_1: No, ma'am. I just wanted to make sure because I want, I wanna make, um, I got with y'all because I want to make sure everything's correct 'cause everything's correct. And I appreciate it.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_2: You have a wonderful day.

Speaker speaker_1: You, too.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.