

Transcript: VICTORIA

Taylor-5594468110516224-5947086905229312

Full Transcript

Your call may be- Hello. ... monitored or recorded for quality assurance purposes. Hello? Hey. Hi. Is this Mr. Pie? Yes. Hey. This is Victoria with Benefits Guard. Uh, we administer medical insurance for Hamilton Riker Group. Mm-hmm. So, I'm looking at a enrollment form that you recently filled out on the 4th of December. Mm-hmm. Um, it looks like you selected a couple different things. Um, but you selected both of the VIP, uh, Hospital Indemnity Plans. Unfortunately, you can't have those. So I was just calling to see which ones you were wanting. Uh, just the health. The vision. And dental. Okay. So on this enrollment form that I'm looking at, it looks like you selected all of the medical plans, the Stay Healthy MEC TeleRX, the VIP Standard and the VIP Classic. Yeah. Um, now you can have the Stay Healthy with one of the VIP plans, but you just can't have both VIP plans. Okay. That's all right. So, what, what are you wanting specifically for medical? Um, I mean, I don't... I mean, I don't gotta get it. I don't have to have the medical. Okay. So, y- you don't want medical? No. Okay. Now, I also see on this form that you selected dental, short-term disability, vision, term life, critical illness, group accident, behavioral health, the IDX Social Plus and the FreeRX. Are you wanting all of those or do you just want dental and vision? Just dental and vision. Okay. So you don't want medical, you just want the dental and vision? Yeah. Okay. And you're wanting that for employee only? Mm-hmm. Okay. So, dental and vision for employee only would be \$5.37 a week. Okay. And I will go ahead and put in the request to have you enrolled into those. Okay. All righty. Um, did you have any questions for me? Hello? Can you hear me? Hello? If you can hear me, I'm having trouble hearing you. Um, if you have any que-

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello.

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello?

Speaker speaker_1: Hey.

Speaker speaker_2: Hi. Is this Mr. Pie?

Speaker speaker_1: Yes.

Speaker speaker_2: Hey. This is Victoria with Benefits Guard. Uh, we administer medical insurance for Hamilton Riker Group.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I'm looking at a enrollment form that you recently filled out on the 4th of December.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, it looks like you selected a couple different things. Um, but you selected both of the VIP, uh, Hospital Indemnity Plans. Unfortunately, you can't have those. So I was just calling to see which ones you were wanting.

Speaker speaker_1: Uh, just the health. The vision. And dental.

Speaker speaker_2: Okay. So on this enrollment form that I'm looking at, it looks like you selected all of the medical plans, the Stay Healthy MEC TeleRX, the VIP Standard and the VIP Classic.

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, now you can have the Stay Healthy with one of the VIP plans, but you just can't have both VIP plans.

Speaker speaker_1: Okay. That's all right.

Speaker speaker_2: So, what, what are you wanting specifically for medical?

Speaker speaker_1: Um, I mean, I don't... I mean, I don't gotta get it. I don't have to have the medical.

Speaker speaker_2: Okay. So, y- you don't want medical?

Speaker speaker_1: No.

Speaker speaker_2: Okay. Now, I also see on this form that you selected dental, short-term disability, vision, term life, critical illness, group accident, behavioral health, the IDX Social Plus and the FreeRX. Are you wanting all of those or do you just want dental and vision?

Speaker speaker_1: Just dental and vision.

Speaker speaker_2: Okay. So you don't want medical, you just want the dental and vision?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. And you're wanting that for employee only?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. So, dental and vision for employee only would be \$5.37 a week.

Speaker speaker_1: Okay.

Speaker speaker_2: And I will go ahead and put in the request to have you enrolled into those.

Speaker speaker_1: Okay.

Speaker speaker_2: All righty. Um, did you have any questions for me? Hello? Can you hear me? Hello? If you can hear me, I'm having trouble hearing you. Um, if you have any que-