

Transcript: VICTORIA

Taylor-5803580936994816-5070850389491712

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Derrick Moore? Yes, ma'am. Who is this? This is Victoria with Benefits and a Card. Uh, we administer the medical insurance for Hamilton Record Group. Okay. Hey, so we received a enrollment form it looks like you signed and dated on the 5th of March. Um, on the form, you selected to enroll into the MEC TeleRx for employee plus children, but you also selected to decline. So- Oh, right, uh... this w- this for insurance? Yes. Uh-huh. Okay, now with the insurance cover, I really didn't understand that part. I supposed to ask about your state, I forgot. But, uh, oh, what is the insurance, like, what is, what I... What is it again? And how much I have to pay? Well, there's multiple medical plans to choose from, but the one that you specifically selected, the Stay Healthy MEC TeleRx, that plan is for, like, your preventative services. So, it covers yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with, uh, virtual urgent care and then a subscription to FreeRx, which is like a prescription plan. Okay. Um, and it looks like, for employee plus children, it would be \$18.44 a week. So that mean for me and my child? Yes. Uh... Uh, I'm straight. I... uh... can I... I really want to ask my baby mama first, 'cause I don't know if my son got some, but I know I got... what you call it? I really was just trying to get something for my newborn just in case something happens, you know? That's what I really was trying to do. Okay. I mean, yeah, if you wanna talk it over, uh, you can definitely do that and then just call us back. I see that we have to verify your eligibility anyways on our end. Okay. Um, and I'll just send you some more information about the different benefits to your email so you have something to look at. O- okay. Thank you very much. You're welcome. You have a wonderful day. Same to you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, is this Derrick Moore?

Speaker speaker_2: Yes, ma'am. Who is this?

Speaker speaker_1: This is Victoria with Benefits and a Card. Uh, we administer the medical insurance for Hamilton Record Group.

Speaker speaker_2: Okay.

Speaker speaker_1: Hey, so we received a enrollment form it looks like you signed and dated on the 5th of March. Um, on the form, you selected to enroll into the MEC TeleRx for employee plus children, but you also selected to decline. So-

Speaker speaker_2: Oh, right, uh... this w- this for insurance?

Speaker speaker_1: Yes. Uh-huh.

Speaker speaker_2: Okay, now with the insurance cover, I really didn't understand that part. I supposed to ask about your state, I forgot. But, uh, oh, what is the insurance, like, what is, what I... What is it again? And how much I have to pay?

Speaker speaker_1: Well, there's multiple medical plans to choose from, but the one that you specifically selected, the Stay Healthy MEC TeleRx, that plan is for, like, your preventative services. So, it covers yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. It does also come with, uh, virtual urgent care and then a subscription to FreeRx, which is like a prescription plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and it looks like, for employee plus children, it would be \$18.44 a week.

Speaker speaker_2: So that mean for me and my child?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh... Uh, I'm straight. I... uh... can I... I really want to ask my baby mama first, 'cause I don't know if my son got some, but I know I got... what you call it? I really was just trying to get something for my newborn just in case something happens, you know? That's what I really was trying to do.

Speaker speaker_1: Okay. I mean, yeah, if you wanna talk it over, uh, you can definitely do that and then just call us back. I see that we have to verify your eligibility anyways on our end.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and I'll just send you some more information about the different benefits to your email so you have something to look at.

Speaker speaker_2: O- okay. Thank you very much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Same to you.

Speaker speaker_1: Thank you. Bye-bye.