

Transcript: VICTORIA

Taylor-6008166872301568-6499035060682752

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Is this Eddie? Who, who is this? This is Victoria with Benefits and a Card. Uh, we administer the medical insurance for MAU. Yes, ma'am. Hey. So, I'm just calling because we received a enrollment form it looks like you signed and dated on the 20th of February requesting coverage. Um- Yes, ma'am. But on the enrollment form, it looks like you selected all of the medical plans, so we were unsure of which medical plan you were wanting. Okay. Now first, a single man... Okay, well, ask me in a minute, let me right... I'm sorry? Well, I, I mean, if you, if you've... I, I'm sayin', I'm sayin' that for, for a single person, I, I was, uh, uh... I, I thought I did, you know, what n- natural single people do, but did I, I... Did I select more than I needed to? So, you did select the correct coverage level for employee only, but you selected multiple of the medical plans. There's different plans to choose from. Okay. So, I just want one plan for me. Yes, ma'am. Okay. So, what I'm asking is this: What medical plan are you wanting? 'Cause I can't choose for you. Um- Okay. You would have to tell me which one you're wanting. Okay. And then I'm not looking at that paper right now or I can't remember. Could you tell me the, the... Almost the, the, the first one? The first plan that you have? Okay. So there's a- And I tried to- I'll just go over the, the basics of each plan. So, we have the Stay Healthy MEC, uh, which covers your preventative healthcare. That covers things like your early physicals, vaccinations and preventative screenings at 100%- Yes. ... as long as you stay within the multi-plan network. Yes, ma'am. But that is all that that plan is gonna cover is your preventative services. Um, then we have our Hospital Indemnity Plans, the EnsurePlus Basic- Yeah, but how you gonna get No. ... me those? ... or the EnsurePlus Enhanced. Yes, ma'am. Um, now neither one of these two plans are gonna cover the preventative services like the Stay Healthy- Yes, ma'am. ... does, but they do provide coverage for things like, uh, being admitted to the hospital, having to go to the emergency room or just, like, a normal physician's office. The only difference between the EnsurePlus Basic versus the EnsurePlus- Yes. ... Enhanced is the- Yes, ma'am. ... Enhanced pays a little bit more towards the Basic. Or, I'm sorry, the... I'm sorry. So, the only difference between the EnsurePlus Basic and the EnsurePlus Enhanced is that the insurance will pay a little bit more towards hospitalization on the EnsurePlus Enhanced. Um, and then we also have another, ah, excuse me, another medical plan, the Stay Healthy MEC Enhanced, which essentially covers preventative and non-preventative together. Okay. So, it kinda covers some- So, I'll, I'll take the n- the next one up which, which is the vaccination one, uh, that would cover my vaccinations. Let me pull that plan. Let me do that plan right there. And that's the... Okay. So, are you... You just want the one that covers just your preventative services? Uh, yes, ma'am. Okay. And then I also see that you selected the dental term life, vision, critical illness, group accident, uh, behavioral health and the IDX Social Plus? And... Then that's a lot of 'em. I, I... Like I... I don't think I picked... Y- Can you

hear me? I don't... Yeah. I'm sorry. Your phone was breaking up. Oh. Oh. Yeah, so they are selected on the form. Are you not wanting all of those? Hello? Are you still with me? Hello? Mr. Eddie, can you still hear me? Mr. Eddie, can you hear me? If you can hear me, I'm having trouble hearing you, um- That first... There we go. ... as of right... Yes. There we go. Can you hear me? Yes, ma-, I can hear you now. Okay. So, are you wanting to enroll into those additional add-ons, or are you just wanting to do the MEC? The, the, the Basic. Yes, ma'am. The Basic. Okay. But what I'm asking is, are you wanting to add on the additional benefits like the dental, the vision- I do. ... term life? I do. I do. Okay. So I'm gonna add the dental, the term life, the vision, critical illness, group accident, behavioral health and the IDX, uh, Social Plus that you selected. Okay. All righty. And then it looks like you want, uh, your daughter, Candace, to be the beneficiary for the term life? Yes, ma'am. Okay. All righty. Well, that's all I needed- Okay. ... to verify with you. I will go ahead and process this on my end. Um, just to let you know, it looks like with everything that you're enrolling into, it comes out to a total of \$25.31 a week. Okay. Wonderful. All righty. Do you have any other questions for me? Uh, no, ma'am. That'll be all. I thank you so much. You're welcome. You have a wonderful day. All right. You, too. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. Is this Eddie?

Speaker speaker_2: Who, who is this?

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

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Hey. So, I'm just calling because we received a enrollment form it looks like you signed and dated on the 20th of February requesting coverage. Um-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: But on the enrollment form, it looks like you selected all of the medical plans, so we were unsure of which medical plan you were wanting.

Speaker speaker_2: Okay. Now first, a single man... Okay, well, ask me in a minute, let me right...

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Well, I, I mean, if you, if you've... I, I'm sayin', I'm sayin' that for, for a single person, I, I was, uh, uh... I, I thought I did, you know, what n- natural single people do, but did I, I... Did I select more than I needed to?

Speaker speaker_1: So, you did select the correct coverage level for employee only, but you selected multiple of the medical plans. There's different plans to choose from.

Speaker speaker_2: Okay. So, I just want one plan for me. Yes, ma'am.

Speaker speaker_1: Okay. So, what I'm asking is this: What medical plan are you wanting? 'Cause I can't choose for you. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: You would have to tell me which one you're wanting.

Speaker speaker_2: Okay. And then I'm not looking at that paper right now or I can't remember. Could you tell me the, the... Almost the, the, the first one? The first plan that you have?

Speaker speaker_1: Okay. So there's a-

Speaker speaker_2: And I tried to-

Speaker speaker_1: I'll just go over the, the basics of each plan. So, we have the Stay Healthy MEC, uh, which covers your preventative healthcare. That covers things like your early physicals, vaccinations and preventative screenings at 100%-

Speaker speaker_2: Yes.

Speaker speaker_1: ... as long as you stay within the multi-plan network.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: But that is all that that plan is gonna cover is your preventative services. Um, then we have our Hospital Indemnity Plans, the EnsurePlus Basic-

Speaker speaker_2: Yeah, but how you gonna get

Speaker speaker_3: No.

Speaker speaker_2: ... me those?

Speaker speaker_1: ... or the EnsurePlus Enhanced.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Um, now neither one of these two plans are gonna cover the preventative services like the Stay Healthy-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... does, but they do provide coverage for things like, uh, being admitted to the hospital, having to go to the emergency room or just, like, a normal physician's office. The only difference between the EnsurePlus Basic versus the EnsurePlus-

Speaker speaker_2: Yes.

Speaker speaker_1: ... Enhanced is the-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... Enhanced pays a little bit more towards the Basic. Or, I'm sorry, the... I'm sorry. So, the only difference between the EnsurePlus Basic and the EnsurePlus Enhanced is that the insurance will pay a little bit more towards hospitalization on the EnsurePlus Enhanced. Um, and then we also have another, ah, excuse me, another medical plan, the Stay Healthy MEC Enhanced, which essentially covers preventative and non-preventative together.

Speaker speaker_2: Okay.

Speaker speaker_1: So, it kinda covers some-

Speaker speaker_2: So, I'll, I'll take the n- the next one up which, which is the vaccination one, uh, that would cover my vaccinations. Let me pull that plan. Let me do that plan right there. And that's the...

Speaker speaker_1: Okay. So, are you... You just want the one that covers just your preventative services?

Speaker speaker_2: Uh, yes, ma'am.

Speaker speaker_1: Okay. And then I also see that you selected the dental term life, vision, critical illness, group accident, uh, behavioral health and the IDX Social Plus?

Speaker speaker_2: And... Then that's a lot of 'em. I, I... Like I... I don't think I picked... Y- Can you hear me? I don't...

Speaker speaker_1: Yeah. I'm sorry. Your phone was breaking up.

Speaker speaker_2: Oh. Oh.

Speaker speaker_1: Yeah, so they are selected on the form. Are you not wanting all of those? Hello? Are you still with me? Hello? Mr. Eddie, can you still hear me? Mr. Eddie, can you hear me? If you can hear me, I'm having trouble hearing you, um-

Speaker speaker_2: That first... There we go.

Speaker speaker_1: ... as of right... Yes.

Speaker speaker_2: There we go.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes, ma-, I can hear you now.

Speaker speaker_1: Okay. So, are you wanting to enroll into those additional add-ons, or are you just wanting to do the MEC?

Speaker speaker_2: The, the, the Basic. Yes, ma'am. The Basic.

Speaker speaker_1: Okay. But what I'm asking is, are you wanting to add on the additional benefits like the dental, the vision-

Speaker speaker_2: I do.

Speaker speaker_1: ... term life?

Speaker speaker_2: I do. I do.

Speaker speaker_1: Okay. So I'm gonna add the dental, the term life, the vision, critical illness, group accident, behavioral health and the IDX, uh, Social Plus that you selected.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. And then it looks like you want, uh, your daughter, Candace, to be the beneficiary for the term life?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All righty. Well, that's all I needed-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to verify with you. I will go ahead and process this on my end. Um, just to let you know, it looks like with everything that you're enrolling into, it comes out to a total of \$25.31 a week.

Speaker speaker_2: Okay. Wonderful.

Speaker speaker_1: All righty. Do you have any other questions for me?

Speaker speaker_2: Uh, no, ma'am. That'll be all. I thank you so much.

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

Speaker speaker_2: All right. You, too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.