

Transcript: VICTORIA

Taylor-6172634754760704-6261517492338688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Tyler? Uh... Yes, who is this? This is Victoria with Benefits on a Card. We administer the, uh, medical insurance for MAU. Uh-huh. Hey. So, I'm looking at a enrollment form that you filled out for the medical insurance. Um, it looks like on the form you selected the Insure Plus Basic and the Insure Plus Enhanced- Mm-hmm. ... for an employee only, but you also selected to cl- to decline. So I'm just trying to figure out, are you wanting to enroll or are you wanting to decline? Uh... I think I'm gonna decline for now, but it's something I can revisit, like, in the future though, right? Um, I know you'll have 30 days from the date of your first check to get enrolled. Okay. And then outside of that, I know also MAU has a open enrollment period every year where employees can enroll during that period. Okay. Yes, sir. Okay. Um... Hmm. Yeah, that's it. I'll just- I'll enroll in it. Okay. So here's my next question. You selected the Insure Plus Basics and the Insure Plus Enhanced, which you cannot have both. Both, right. So which one were you wanting to enroll into? Uh, what are- what's the prices on the two again? So the Insure Plus Basic is \$17.39 a week. And then the Insure Plus Enhanced is, um, \$24.69 a week. Okay. I'll go with the \$17. Okay. And what's that- And- and that's- Huh? I'm sorry, go ahead. And that's covering what, as- as far as what? So it's a hospital indemnity plan. It provides coverage for things like if you were to be admitted to the hospital, if you have to go, uh, to a physician's office- Mm-hmm. ... emergency room. Um, now it's not major medical, so it's not gonna cover a large portion of the medical bills, but it does- Right. ... pay a set dollar amount towards the different benefits. Okay. Um, and I believe there's a certain amount of days the insurance will cover as well, outside of this. Okay. So they'll pay a set dollar amount for a certain amount of days, and then anything that's left over is your responsibility. Okay. Mm-hmm. Uh... Okay. I'll re- I'll enroll in that. Well, actually- actually, I'mma hold out. You said I got 30 days, right? Yes. You will have 30 days from the date of your first check to get enrolled. First check. Okay, so that's- I still got another week until then. So I should definitely know by my first one. Okay. Um, well, just give us a call back. I will go ahead and decline it for now. And that's all- Okay. ... I needed to verify with you. All righty. I appreciate you. Yes, sir. You have a good day. You as well. Thank you. Bye. Bye-bye. No prob.

Conversation Format

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

Speaker speaker_1: Hey, is this Tyler?

Speaker speaker_2: Uh... Yes, who is this?

Speaker speaker_1: This is Victoria with Benefits on a Card. We administer the, uh, medical insurance for MAU.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Hey. So, I'm looking at a enrollment form that you filled out for the medical insurance. Um, it looks like on the form you selected the Insure Plus Basic and the Insure Plus Enhanced-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... for an employee only, but you also selected to cl- to decline. So I'm just trying to figure out, are you wanting to enroll or are you wanting to decline?

Speaker speaker_2: Uh... I think I'm gonna decline for now, but it's something I can revisit, like, in the future though, right?

Speaker speaker_1: Um, I know you'll have 30 days from the date of your first check to get enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: And then outside of that, I know also MAU has a open enrollment period every year where employees can enroll during that period.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um... Hmm. Yeah, that's it. I'll just- I'll enroll in it.

Speaker speaker_1: Okay. So here's my next question. You selected the Insure Plus Basics and the Insure Plus Enhanced, which you cannot have both.

Speaker speaker_2: Both, right.

Speaker speaker_1: So which one were you wanting to enroll into?

Speaker speaker_2: Uh, what are- what's the prices on the two again?

Speaker speaker_1: So the Insure Plus Basic is \$17.39 a week. And then the Insure Plus Enhanced is, um, \$24.69 a week.

Speaker speaker_2: Okay. I'll go with the \$17.

Speaker speaker_1: Okay. And what's that-

Speaker speaker_2: And- and that's- Huh?

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_2: And that's covering what, as- as far as what?

Speaker speaker_1: So it's a hospital indemnity plan. It provides coverage for things like if you were to be admitted to the hospital, if you have to go, uh, to a physician's office-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... emergency room. Um, now it's not major medical, so it's not gonna cover a large portion of the medical bills, but it does-

Speaker speaker_2: Right.

Speaker speaker_1: ... pay a set dollar amount towards the different benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and I believe there's a certain amount of days the insurance will cover as well, outside of this.

Speaker speaker_2: Okay.

Speaker speaker_1: So they'll pay a set dollar amount for a certain amount of days, and then anything that's left over is your responsibility.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh... Okay. I'll re- I'll enroll in that. Well, actually- actually, I'mma hold out. You said I got 30 days, right?

Speaker speaker_1: Yes. You will have 30 days from the date of your first check to get enrolled.

Speaker speaker_2: First check. Okay, so that's- I still got another week until then. So I should definitely know by my first one.

Speaker speaker_1: Okay. Um, well, just give us a call back. I will go ahead and decline it for now. And that's all-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I needed to verify with you.

Speaker speaker_2: All righty. I appreciate you.

Speaker speaker_1: Yes, sir. You have a good day.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: No prob.