

Transcript: VICTORIA

Taylor-6295654568214528-5807407719170048

Full Transcript

Thank you for calling Benefits on a Card. This is Vatoria. How can I help you? Hey, yes, I was just calling to enroll in my benefits. Okay. Uh, what's the name of the agency you work for? Uh, Surge. All right. And the last four of your social? Uh, 3375. And your first and last name? Uh, Tennille Peeks. All right. Do you know, uh... or, I'm sorry, do you mind verifying your address and date of birth? Uh, 29789 Hardington Road, Apartment 103. And you said my date of birth? Yes. Uh, 4-1-98. Just to make sure, the city, state and address on... or city, state and zip code is Madison, Alabama 35756 for the address? Yes, ma'am. And then email is 256-289-9440. Email? Sorry, it's been a long day. Phone number is 256- 289-9440. Okay. Is that correct? Yes, ma'am. It is. Okay. And then email is jo-... uh, joandrew0824@gmail.com. Right. Okay. Um, let's see. So do you know specifically what you want to enroll into? Uh, medical and dental and vision's the three basic there. I guess the trio deal. Okay. Now there is a couple different medical plans to choose from. Do you know specifically which one you're wanting? Uh, I guess the most basic one, I would say. Okay. So we don't necessarily have a basic plan, so I'm just gonna go over the different options. They all kinda... they're all kinda different. Um... Okay. The first plan we offer is the Stay Healthy MUC TeleRx. And that plan pretty much covers your preventative services, so like yearly physicals, vaccinations and preventative screenings. It does cover that, uh, at 100%. However, you have to stay within the multi-plan network. It does also come with virtual urgent care and then a subscription to FreeRx, which is like a prescription plan. Um... Okay. But the majority of the coverage you'd get with this plan is for your preventative services only. Um... Okay. Now, we do have our Hospital Indemnity Plan, the VIP Standard and the VIP Classic, which do not cover your preventative services like the Stay Healthy does. Um, but they do provide coverage for things like being admitted to the hospital, um, having to go to the emergency room, urgent care and a physician's office. They also have coverage for prescriptions. Uh, the only difference is really just the dollar amount that the insurance will pay for the benefits, as well as, like, how many days they'll cover. So it looks like the VIP Classic has a little bit more benefits, uh, specifically towards, like, hospitalization. But it also kind of pays more on some of the other benefits, like, uh, the surgical benefits. Um... The, the Stay Healthy one seems fine. I mean, I'm, I'm still pretty young and active. I don't see myself really needing any... you know, too much. Okay. Um, so let's see. The Stay Healthy MUC TeleRx, and then you said dental and vision, right? Yes, ma'am. Now, are you just wanting this for yourself? Yes. Okay. So in total, it looks like it would be \$23.12 a week. Okay. That's fine. So I'll go ahead and process the enrollment on my end. Now, it will take about one to two weeks for the enrollment to be processed through payroll. So you may not see that first deduction come out until two weeks from now. Okay. Once you do, the coverage will start the following Monday of your first payroll deduction. And then once- Gotcha. ... the coverage is active, um, ID cards are made and sent

to you within seven to 10 business days. And it looks like all the ID cards are gonna be mailed. Okay. Mm-hmm. That works. Um, are there... Was there anything maybe specific you had questions or concerns about? Oh, no, ma'am. I was just trying to make sure I got enrolled and everything before it was too late. I know that's... I think there's, like, a 30-day marker before you can actually enroll or something. Yeah. Mm-hmm. So you're just in time. Um, you actually even have some more time if you, you wanna make changes to it. It looks like your personal open enrollment period ends on May 16th. Okay. Yeah. Cool. All righty. Well, you are s- Well, I may... I may call back to add my son onto it. I think he's still com- covered under, uh, the state, because he's only, uh, two years pre-... old. So I'll have to check with his mom and, uh, see how to go about that. But for right now, everything should be good. Okay. Um, yeah, just make sure... try to... if you can, try to get that information as soon as possible, 'cause like I said, you will only have until the 16th of May to make those changes. And then just to let you know, some of the information we would need, uh, we would just need his full social and name and date of birth. Okay. Yes, sir. All right. Thank you. I appreciate it. You're welcome. You have a wonderful day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Vatoria. How can I help you?

Speaker speaker_1: Hey, yes, I was just calling to enroll in my benefits.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: All right. And the last four of your social?

Speaker speaker_1: Uh, 3375.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Tennille Peeks.

Speaker speaker_0: All right. Do you know, uh... or, I'm sorry, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 29789 Hardington Road, Apartment 103. And you said my date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, 4-1-98.

Speaker speaker_0: Just to make sure, the city, state and address on... or city, state and zip code is Madison, Alabama 35756 for the address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is 256-289-9440.

Speaker speaker_1: Email?

Speaker speaker_0: Sorry, it's been a long day. Phone number is 256- 289-9440.

Speaker speaker_1: Okay.

Speaker speaker_0: Is that correct?

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

Speaker speaker_0: Okay. And then email is jo-... uh, joandrew0824@gmail.com.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Um, let's see. So do you know specifically what you want to enroll into?

Speaker speaker_1: Uh, medical and dental and vision's the three basic there. I guess the trio deal.

Speaker speaker_0: Okay. Now there is a couple different medical plans to choose from. Do you know specifically which one you're wanting?

Speaker speaker_1: Uh, I guess the most basic one, I would say.

Speaker speaker_0: Okay. So we don't necessarily have a basic plan, so I'm just gonna go over the different options. They all kinda... they're all kinda different. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: The first plan we offer is the Stay Healthy MUC TeleRx. And that plan pretty much covers your preventative services, so like yearly physicals, vaccinations and preventative screenings. It does cover that, uh, at 100%. However, you have to stay within the multi-plan network. It does also come with virtual urgent care and then a subscription to FreeRx, which is like a prescription plan. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: But the majority of the coverage you'd get with this plan is for your preventative services only. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Now, we do have our Hospital Indemnity Plan, the VIP Standard and the VIP Classic, which do not cover your preventative services like the Stay Healthy does. Um, but they do provide coverage for things like being admitted to the hospital, um, having to go to the emergency room, urgent care and a physician's office. They also have coverage for prescriptions. Uh, the only difference is really just the dollar amount that the insurance will pay for the benefits, as well as, like, how many days they'll cover. So it looks like the VIP Classic has a little bit more benefits, uh, specifically towards, like, hospitalization. But it also kind of pays more on some of the other benefits, like, uh, the surgical benefits. Um...

Speaker speaker_1: The, the Stay Healthy one seems fine. I mean, I'm, I'm still pretty young and active. I don't see myself really needing any... you know, too much.

Speaker speaker_0: Okay. Um, so let's see. The Stay Healthy MUC TeleRx, and then you said dental and vision, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Now, are you just wanting this for yourself?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So in total, it looks like it would be \$23.12 a week.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: So I'll go ahead and process the enrollment on my end. Now, it will take about one to two weeks for the enrollment to be processed through payroll. So you may not see that first deduction come out until two weeks from now.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you do, the coverage will start the following Monday of your first payroll deduction. And then once-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... the coverage is active, um, ID cards are made and sent to you within seven to 10 business days. And it looks like all the ID cards are gonna be mailed.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That works.

Speaker speaker_0: Um, are there... Was there anything maybe specific you had questions or concerns about?

Speaker speaker_1: Oh, no, ma'am. I was just trying to make sure I got enrolled and everything before it was too late. I know that's... I think there's, like, a 30-day marker before you can actually enroll or something.

Speaker speaker_0: Yeah. Mm-hmm. So you're just in time. Um, you actually even have some more time if you, you wanna make changes to it. It looks like your personal open enrollment period ends on May 16th.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: Cool.

Speaker speaker_0: All righty. Well, you are s-

Speaker speaker_1: Well, I may... I may call back to add my son onto it. I think he's still covered under, uh, the state, because he's only, uh, two years pre-... old. So I'll have to check with his mom and, uh, see how to go about that. But for right now, everything should be good.

Speaker speaker_0: Okay. Um, yeah, just make sure... try to... if you can, try to get that information as soon as possible, 'cause like I said, you will only have until the 16th of May to make those changes. And then just to let you know, some of the information we would need, uh, we would just need his full social and name and date of birth.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Thank you. I appreciate it.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.