Transcript: VICTORIA Taylor-6685022275813376-4841157919031296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you.... Only Benefits on a card. This is Victoria. How can I help you? Hello, Victoria. How are you doing? My name is Stanley Green. I'm an employee out here at Michelin, MAU, um, in Lexington, South Carolina. And I called, um... I don't know who I talked to about it- Oh, sorry. ... uh, about two or three weeks ago when I called about our enrollment, and the person I spoke to, they weren't sure exactly when to start, but they were waiting on, um, some feedback from my employer. However, I called last Monday, um, and whatnot, and I did... I, I left word and whatnot. Um, my only, um, issue is I needed to add my wife to the, uh, the insurance. Okay. What's the name of the agency you work for? Uh, it's the Michelin MAU. And the last four of your Social? 78646. 78646. And your first and last name again? Stanley Green. Okay. Uh, do you mind verifying your address and date of birth? Uh, my date of birth is 1/15/1964. My address is 222 Stonebury Court in Lexington, South Carolina 29073. And the phone number 803-830-2652? That is correct. And then email is sog.green17@gmail.com? Yes. Okay. Let's see. Now, are you wanting to add your spouse on everything that you're enrolled into? Um, um, I just wanted to add her because, um, she's, she's, you know, she's retired right now. And she, she, um... they changed out the Medicaid or Medicare or whatever she's on. And, and, and, um, um, how, how am I going to... how, how, how much would, would that change be? Unfortunately, I'm not sure about that. Well, it really just depends on what you're wanting to add her on, um, because you're enrolled into medical. You're enrolled into dental. You're enrolled into the term life and the vision, as well as the short-term disability. Now, I can add her on everything, except for the short-term disability. Um- So if you were to add her on to the dental, term life, vision, and the medical, and just ability for yourself, in total you would be looking at $31.06 a week. You there? Can you hear me? I'm s-... hi. You still... hello? Yes. I, I was just- You still there? I'm not sure what... if you heard anything. Can you hear me? I heard part. Okay. I was just saying if you add your spouse onto the dental, the term life, the vision, and the medical, and just keep the short-term disability for yourself, it would be a total of $31.06 a week. Hello? Okay. Say that again. What? If you had your- I'm talking to the- Can you hear me? Yes, I can hear you. Yes. Okay. So if he adds you onto the medical, vision, term life, and dental, and just keeps the short-term disability for himself, his total weekly deduction would be $31.06 a week. I have a question. I have Medicare. Do you need my Medicare number? No, ma'am. We have nothing to do with Medicare. Because wouldn't it be additional, because Medicare will cover us 80%, and so you would pick up the rest? Does it work like that? Uh, that I'm not too sure of. Um, that you would need to verify with them directly. Uh, we're just the administers for his employer. Um, so he called in saying that he wanted to add you on to the coverage, but I'm not sure if that's how it would work. That's how it's supposed to work. So how do I find that out? You'll have to reach out to Medicare directly.

Okay. And you have to give me, um, the... I need the insurance name and stuff, right? Does he only have that? Yeah, I can give you the name of the insurance company. So the medical plan that he has is through 90 Degree Benefits. That's the name of the company? Yes, ma'am. 90 Degree Benefits? Correct. Never heard of that.That's different. Oh, gosh. 90 Degree Benefit. No worries. Okay. I'm gonna call this Medicare and see how this works, see if it's even worth getting it. I'll call you back. Yeah. We'll call her back. Let me... I need to call Medicare and, and see how this works. 90 Degree Benefit, that's the name of the insurance company. Yes, ma'am? Are they, are they... Are, are... Is there a number for them in the, um... if I Google it? There should be, but I can also give it to you. Can you give it to Stanley, please? Sure. Okay. I'll click. Okay, babe. Take the number, and I'll be home soon. Okay. All right. Is this the 1-800-497-4856? That's our phone number, so let me give you- Okay. ... the phone number for 90 Degree Benefit. Just let me know when you're ready. Okay. Yeah, I'm ready. So that phone number is 800-833-4296. Mm-hmm. All right. And you just wanna make sure to hit option one. Option one. Mm-hmm. Now, I don't know if you're aware of this or not, but the medical plan that you have is specifically just for your preventative healthcare. So that's only gonna cover- Mm-hmm. ... things like yearly physicals, vaccinations and preventative screenings at 100%- All right. ... as long as you stay in the network. Okay. Okay, well, thank you. Um, like I said, let me check that out and give you a call back, okay? Okay. So I'm gonna leave everything for employee only. Um, now if you are wanting to add her on, you have until the 31st to do so 'cause that's the last day for open enrollment. Okay. January 31st? Yes, sir. All right, thank you again. You're welcome. Have a good day.

Conversation Format

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

Speaker speaker_1: Thank you.... Only Benefits on a card. This is Victoria. How can I help you?

Speaker speaker_2: Hello, Victoria. How are you doing? My name is Stanley Green. I'm an employee out here at Michelin, MAU, um, in Lexington, South Carolina. And I called, um... I don't know who I talked to about it-

Speaker speaker_3: Oh, sorry.

Speaker speaker_2: ... uh, about two or three weeks ago when I called about our enrollment, and the person I spoke to, they weren't sure exactly when to start, but they were waiting on, um, some feedback from my employer. However, I called last Monday, um, and whatnot, and I did... I, I left word and whatnot. Um, my only, um, issue is I needed to add my wife to the, uh, the insurance.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, it's the Michelin MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 78646.

Speaker speaker_3: 78646.

Speaker speaker_1: And your first and last name again?

Speaker speaker_2: Stanley Green.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, my date of birth is 1/15/1964. My address is 222 Stonebury Court in Lexington, South Carolina 29073.

Speaker speaker_1: And the phone number 803-830-2652?

Speaker speaker_2: That is correct.

Speaker speaker_1: And then email is sog.green17@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see. Now, are you wanting to add your spouse on everything that you're enrolled into?

Speaker speaker_2: Um, um, I just wanted to add her because, um, she's, she's, you know, she's retired right now. And she, she, um... they changed out the Medicaid or Medicare or whatever she's on. And, and, and, um, um, how, how am I going to... how, how, how much would, would that change be? Unfortunately, I'm not sure about that.

Speaker speaker_1: Well, it really just depends on what you're wanting to add her on, um, because you're enrolled into medical. You're enrolled into dental. You're enrolled into the term life and the vision, as well as the short-term disability. Now, I can add her on everything, except for the short-term disability.

Speaker speaker_2: Um-

Speaker speaker_1: So if you were to add her on to the dental, term life, vision, and the medical, and just ability for yourself, in total you would be looking at $31.06 a week.

Speaker speaker_2: You there? Can you hear me?

Speaker speaker_1: I'm s-... hi.

Speaker speaker_2: You still... hello?

Speaker speaker_1: Yes. I, I was just-

Speaker speaker_2: You still there?

Speaker speaker_3: I'm not sure what... if you heard anything. Can you hear me?

Speaker speaker_2: I heard part.

Speaker speaker_1: Okay. I was just saying if you add your spouse onto the dental, the term life, the vision, and the medical, and just keep the short-term disability for yourself, it would be a total of $31.06 a week. Hello?

Speaker speaker_2: Okay. Say that again.

Speaker speaker_3: What?

Speaker speaker_1: If you had your-

Speaker speaker_2: I'm talking to the-

Speaker speaker_1: Can you hear me?

Speaker speaker_3: Yes, I can hear you.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So if he adds you onto the medical, vision, term life, and dental, and just keeps the short-term disability for himself, his total weekly deduction would be $31.06 a week.

Speaker speaker_3: I have a question. I have Medicare. Do you need my Medicare number?

Speaker speaker_1: No, ma'am. We have nothing to do with Medicare.

Speaker speaker_3: Because wouldn't it be additional, because Medicare will cover us 80%, and so you would pick up the rest? Does it work like that?

Speaker speaker_1: Uh, that I'm not too sure of. Um, that you would need to verify with them directly. Uh, we're just the administers for his employer. Um, so he called in saying that he wanted to add you on to the coverage, but I'm not sure if that's how it would work.

Speaker speaker_3: That's how it's supposed to work. So how do I find that out?

Speaker speaker_1: You'll have to reach out to Medicare directly.

Speaker speaker_3: Okay. And you have to give me, um, the... I need the insurance name and stuff, right? Does he only have that?

Speaker speaker_1: Yeah, I can give you the name of the insurance company. So the medical plan that he has is through 90 Degree Benefits.

Speaker speaker_3: That's the name of the company?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: 90 Degree Benefits?

Speaker speaker_1: Correct.

Speaker speaker_3: Never heard of that.That's different. Oh, gosh. 90 Degree Benefit.

Speaker speaker_4: No worries.

Speaker speaker_3: Okay. I'm gonna call this Medicare and see how this works, see if it's even worth getting it.

Speaker speaker_4: I'll call you back.

Speaker speaker_3: Yeah. We'll call her back. Let me... I need to call Medicare and, and see how this works. 90 Degree Benefit, that's the name of the insurance company.

Speaker speaker_1: Yes, ma'am?

Speaker speaker_3: Are they, are they... Are, are... Is there a number for them in the, um... if I Google it?

Speaker speaker_1: There should be, but I can also give it to you.

Speaker speaker_3: Can you give it to Stanley, please?

Speaker speaker_1: Sure.

Speaker speaker_3: Okay.

Speaker speaker_4: I'll click.

Speaker speaker_3: Okay, babe. Take the number, and I'll be home soon.

Speaker speaker_4: Okay.

Speaker speaker_3: All right.

Speaker speaker_4: Is this the 1-800-497-4856?

Speaker speaker_1: That's our phone number, so let me give you-

Speaker speaker_4: Okay.

Speaker speaker_1: ... the phone number for 90 Degree Benefit. Just let me know when you're ready.

Speaker speaker_4: Okay. Yeah, I'm ready.

Speaker speaker_1: So that phone number is 800-833-4296.

Speaker speaker_4: Mm-hmm. All right.

Speaker speaker_1: And you just wanna make sure to hit option one.

Speaker speaker_4: Option one.

Speaker speaker_1: Mm-hmm. Now, I don't know if you're aware of this or not, but the medical plan that you have is specifically just for your preventative healthcare. So that's only gonna cover-

Speaker speaker_4: Mm-hmm.

Speaker speaker_1: ... things like yearly physicals, vaccinations and preventative screenings at 100%-

Speaker speaker_4: All right.

Speaker speaker_1: ... as long as you stay in the network.

Speaker speaker_4: Okay. Okay, well, thank you. Um, like I said, let me check that out and give you a call back, okay?

Speaker speaker_1: Okay. So I'm gonna leave everything for employee only. Um, now if you are wanting to add her on, you have until the 31st to do so 'cause that's the last day for open enrollment.

Speaker speaker_4: Okay. January 31st?

Speaker speaker_1: Yes, sir.

Speaker speaker_4: All right, thank you again.

Speaker speaker_1: You're welcome. Have a good day.