

Transcript: VICTORIA

Taylor-6753473783447552-5948622950416384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Sam? Yeah. Hey, this is Victoria with Benefits and a Card, uh, we administer the medical insurance for Hamilton Riker Group. Okay. Hey, so we received a enrollment form that you signed and dated on the 12th of March. Um, it just looks like the form is blank though, you didn't select to enroll or to decline, so we were unsure if you were wanting to enroll or not. I'm probably still thinking about it, so... Okay. Um, are you a rehire with them? Is this through, uh, work? It's, it's for Hamilton Riker Group, the staffing agency. Must be through Time Staffing, right? Um, I know them by Hamilton Riker Group. Let me see if they go by Time Staffing. 'Cause that's the only per- person I got anything from. Yes. Yeah, it's also known- Okay. ... as Time Staffing. Okay, yeah. I signed up through 'em. I... thought I marked everything proper. I mean, you did fill out your personal information on the form. You just didn't select anything to enroll into and you didn't select to decline, so we were just unsure if you're wanting to enroll or not. I marked all singles on the paperwork. I, I don't see that here. So are you wanting to enroll into the medical insurance? And if so, do you know what plans you're wanting to enroll into? Well, I, according to the, uh, paperwork I signed up for, I signed up for 'em all. Okay. Well, there's multiple- Which is... Yeah, which is weird because I signed up for dental, vision, medical. I signed up for it all. Yeah, I'm not seeing that on the, uh, enrollment form. Now, there's multiple medical plans to choose from. Do you know which specific medical plan you're wanting? Actually, it'd be great if I could, uh, get one that helps with my medications. I need, uh, medicate, uh, a prescription that would, uh, a medical plan that would cover my topomate for my migraines, my vitamin three deficiency pill, my Trazodone for my sleep apnea. Okay. So like I said, we have multiple medical plans to choose from and the coverage just depends on the plan you choose. So, what I'm gonna do, because I don't know the specific medications that are covered or not, we're just the administrators, so we can help you get enrolled into coverage, um, but I would not be able to suggest a plan based on, like, certain procedures or medications that would be covered. All right. So what I'm gonna do, is I'm gonna send you a copy of the benefits guide to your email so you can look over that. I do see here- Yeah, I'd love to- ... we do have to verify, um, your eligibility anyways on our end, so if you see anything that you're specifically interested in enrolling into, you can just call us back from there. Yeah. Uh, like I said, I honestly thought I already filled out all that and I- Okay. ... I don't understand why I'm getting a phone call anyway, so. This is really weird. Okay. Well, I- But I'll loo- I'll loo- I'll look at the email anyway and if I have to redo it, I'll do, redo it again. That's fine. Yeah. So I sent the benefits guide to your email. Like I said, once you decide what specific plans you wanna enroll into, just call us back and if you're eligible to enroll, we can complete the enrollment on our end. Okay. All righty. Well, thank you so much. You have a wonderful day. You, too. You, too. Thank you. Bye-bye. Okay. Now, that's-

Conversation Format

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

Speaker speaker_1: Hi, is this Sam?

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card, uh, we administer the medical insurance for Hamilton Riker Group.

Speaker speaker_2: Okay.

Speaker speaker_1: Hey, so we received a enrollment form that you signed and dated on the 12th of March. Um, it just looks like the form is blank though, you didn't select to enroll or to decline, so we were unsure if you were wanting to enroll or not.

Speaker speaker_2: I'm probably still thinking about it, so...

Speaker speaker_1: Okay. Um, are you a rehire with them?

Speaker speaker_2: Is this through, uh, work?

Speaker speaker_1: It's, it's for Hamilton Riker Group, the staffing agency.

Speaker speaker_2: Must be through Time Staffing, right?

Speaker speaker_1: Um, I know them by Hamilton Riker Group. Let me see if they go by Time Staffing.

Speaker speaker_2: 'Cause that's the only per- person I got anything from.

Speaker speaker_1: Yes. Yeah, it's also known-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as Time Staffing.

Speaker speaker_2: Okay, yeah. I signed up through 'em. I... thought I marked everything proper.

Speaker speaker_1: I mean, you did fill out your personal information on the form. You just didn't select anything to enroll into and you didn't select to decline, so we were just unsure if you're wanting to enroll or not.

Speaker speaker_2: I marked all singles on the paperwork.

Speaker speaker_1: I, I don't see that here. So are you wanting to enroll into the medical insurance? And if so, do you know what plans you're wanting to enroll into?

Speaker speaker_2: Well, I, according to the, uh, paperwork I signed up for, I signed up for 'em all.

Speaker speaker_1: Okay. Well, there's multiple-

Speaker speaker_2: Which is... Yeah, which is weird because I signed up for dental, vision, medical. I signed up for it all.

Speaker speaker_1: Yeah, I'm not seeing that on the, uh, enrollment form. Now, there's multiple medical plans to choose from. Do you know which specific medical plan you're wanting?

Speaker speaker_2: Actually, it'd be great if I could, uh, get one that helps with my medications. I need, uh, medicate, uh, a prescription that would, uh, a medical plan that would cover my topomate for my migraines, my vitamin three deficiency pill, my Trazodone for my sleep apnea.

Speaker speaker_1: Okay. So like I said, we have multiple medical plans to choose from and the coverage just depends on the plan you choose. So, what I'm gonna do, because I don't know the specific medications that are covered or not, we're just the administrators, so we can help you get enrolled into coverage, um, but I would not be able to suggest a plan based on, like, certain procedures or medications that would be covered.

Speaker speaker_2: All right.

Speaker speaker_1: So what I'm gonna do, is I'm gonna send you a copy of the benefits guide to your email so you can look over that. I do see here-

Speaker speaker_2: Yeah, I'd love to-

Speaker speaker_1: ... we do have to verify, um, your eligibility anyways on our end, so if you see anything that you're specifically interested in enrolling into, you can just call us back from there.

Speaker speaker_2: Yeah. Uh, like I said, I honestly thought I already filled out all that and I-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I don't understand why I'm getting a phone call anyway, so. This is really weird.

Speaker speaker_1: Okay. Well, I-

Speaker speaker_2: But I'll loo- I'll loo- I'll look at the email anyway and if I have to redo it, I'll do, redo it again. That's fine.

Speaker speaker_1: Yeah. So I sent the benefits guide to your email. Like I said, once you decide what specific plans you wanna enroll into, just call us back and if you're eligible to enroll, we can complete the enrollment on our end.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Well, thank you so much. You have a wonderful day.

Speaker speaker_2: You, too. You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Okay. Now, that's-