

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. I'd like to enroll, please. Okay. What staffing company do you work with? Uh, ManCan. Okay. ManCan, all right. Yeah. And the last four of your Social? 291-02-1540. Okay. So the last- I just needed the last four. That's 1540? Yep. All right. And your first and last name? Lane Sigman. Okay. Mr. Sigman, could you verify your address and your date of birth for me please? Address is 409 Jacqueline Drive, Apartment Q, Beysville, Ohio. Date of birth is August 5th, 1997. Thank you. I have a phone number on file for you. It's 221-4215. Is that correct? Yes, it is. All right. And we have an email on file of Isogonado@aol.com. That is correct. All right. Um, and did you have an idea of what you wanted to enroll into, sir? Uh, what, what are my options? Okay. ManCan offers a couple of different plans. They offer, um, they offer three options for medical, one of which, the Stay Healthy TeleRx Plan, uh, covers preventative care services only, along with providing, uh, prescription benefits through FreeRx. Um, so, for examples, being, like, physicals, vaccines, cancer screenings, and things like that. However, standard doctor's visits or hospital visits, anything like that would not be covered by this plan. Um, then the other plans, additionally, are the VIP Standard and VIP Classic Plans. These plans would cover more along the lines of those doctor's visits and hospital visits if you were sick or injured. But they, by themselves, would not cover the preventative care services that Stay Healthy covers. Um, as a result, if you feel like you need both types of benefit, you are allowed to enroll into both plans at once. On top of those options for medical, ManCan also offers dental, vision, short-term disability, critical illness, life insurance, accident coverage, behavioral health, and identity protection. All right. Was there anything in particular you needed more information on, or anything that, you know, you may want based off of that description? Uh, Stay Healthy sounds good. Okay. And then, um, anything else other than Stay Healthy? You said dental and vision, correct? Yeah. Dental and vision are available. Yes, sir. Yeah. Those three would be f-, be lovely, please. Okay. Uh, is this gonna be for just yourself, or are you covering anyone else? Just for me. All right. Okay. Um, so I'll go ahead and document this. Um, however, it does look like an, a, an eligibility review is going to need to be done. Our system shows multiple hire dates on file over the years and is, uh, is unable to immediately determine, uh, if you are currently in your eligibility window. I'll send this on over to our eligibility team. They'll review your file and just, and just manually verify. Uh, this only should take about a day or two. Once I hear back from them, I'll mo-, uh, if, if we do turn out that it is, that we can go ahead and move forward, I'll set that enrollment up for you and then, uh, give you a call back to let you know what the, uh, timeline is for all of that. Okay? Sounds great. All right. For right now, Mr. Sigman, was there anything else I could help you with? Nope. That was it. All right. Well, if that's everything, thank you again for calling and have a wonderful

day. Thanks. You too. Y- you're welcome. Mm-hmm. Bye now.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi. I'd like to enroll, please.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, ManCan.

Speaker speaker\_1: Okay. ManCan, all right.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 291-02-1540.

Speaker speaker\_1: Okay. So the last- I just needed the last four. That's 1540?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. And your first and last name?

Speaker speaker\_2: Lane Sigman.

Speaker speaker\_1: Okay. Mr. Sigman, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Address is 409 Jacqueline Drive, Apartment Q, Beysville, Ohio. Date of birth is August 5th, 1997.

Speaker speaker\_1: Thank you. I have a phone number on file for you. It's 221-4215. Is that correct?

Speaker speaker\_2: Yes, it is.

Speaker speaker\_1: All right. And we have an email on file of Isogonado@aol.com.

Speaker speaker\_2: That is correct.

Speaker speaker\_1: All right. Um, and did you have an idea of what you wanted to enroll into, sir?

Speaker speaker\_2: Uh, what, what are my options?

Speaker speaker\_1: Okay. ManCan offers a couple of different plans. They offer, um, they offer three options for medical, one of which, the Stay Healthy TeleRx Plan, uh, covers

preventative care services only, along with providing, uh, prescription benefits through FreeRx. Um, so, for examples, being, like, physicals, vaccines, cancer screenings, and things like that. However, standard doctor's visits or hospital visits, anything like that would not be covered by this plan. Um, then the other plans, additionally, are the VIP Standard and VIP Classic Plans. These plans would cover more along the lines of those doctor's visits and hospital visits if you were sick or injured. But they, by themselves, would not cover the preventative care services that Stay Healthy covers. Um, as a result, if you feel like you need both types of benefit, you are allowed to enroll into both plans at once. On top of those options for medical, ManCan also offers dental, vision, short-term disability, critical illness, life insurance, accident coverage, behavioral health, and identity protection.

Speaker speaker\_2: All right.

Speaker speaker\_1: Was there anything in particular you needed more information on, or anything that, you know, you may want based off of that description?

Speaker speaker\_2: Uh, Stay Healthy sounds good.

Speaker speaker\_1: Okay. And then, um, anything else other than Stay Healthy?

Speaker speaker\_2: You said dental and vision, correct?

Speaker speaker\_1: Yeah. Dental and vision are available. Yes, sir.

Speaker speaker\_2: Yeah. Those three would be f-, be lovely, please.

Speaker speaker\_1: Okay. Uh, is this gonna be for just yourself, or are you covering anyone else?

Speaker speaker\_2: Just for me.

Speaker speaker\_1: All right. Okay. Um, so I'll go ahead and document this. Um, however, it does look like an, a, an eligibility review is going to need to be done. Our system shows multiple hire dates on file over the years and is, uh, is unable to immediately determine, uh, if you are currently in your eligibility window. I'll send this on over to our eligibility team. They'll review your file and just, and just manually verify. Uh, this only should take about a day or two. Once I hear back from them, I'll mo-, uh, if, if we do turn out that it is, that we can go ahead and move forward, I'll set that enrollment up for you and then, uh, give you a call back to let you know what the, uh, timeline is for all of that. Okay?

Speaker speaker\_2: Sounds great.

Speaker speaker\_1: All right. For right now, Mr. Sigman, was there anything else I could help you with?

Speaker speaker\_2: Nope. That was it.

Speaker speaker\_1: All right. Well, if that's everything, thank you again for calling and have a wonderful day.

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Y- you're welcome. Mm-hmm. Bye now.