

Transcript: Chris Sofield

(deactivated)-5333019639988224-4956406993698816

Full Transcript

Thank you for calling Medical Insurance Card. This is Chris. How can I help you today? Um, yes. I was... I was calling because, um, I was calling because I just had a call a while ago that said- Okay. ... I need to fill out my benefit thing for Hamilton-Riker. Okay. So y- you're looking to enroll in an insurance through Hamilton-Riker? Um, yes, if that's possible. Okay. What's the last four of your social, so I can locate your file? 0360... Yeah. And your first and last name? Javarrieh Meredith. All right, sir. Could you verify your address and your date of birth for me? Um, 143 Cobb Avenue, Tupelo, Mississippi. My date of birth may... I meant 05/06/2006. Thank you. Uh, can you verify... We have your phone number on file as 662-330-2124. Is that correct? Yes, that is correct. Okay. All right, so the reason that we had attempted to call you was because the enrollment form for the health insurance benefits you filled out, you left blank in terms of any actual insurance plans to enroll into. So we were calling to verify if you were looking to enroll into any insurance from Hamilton-Riker or not in the first place. Uh, you said you were looking to enroll? Um, do I have to? No, it's not a requirement. If you're not looking to enroll into any insur- insurance, then you don't have to do anything. Okay. Okay, let me ask you a question. Like what type of benefits? Like medical insurance, dental insurance, vision insurance, things like that. Yeah. Okay. So yeah, I would like to do that. Okay. Did you have an idea of what kind of insurance you wanted to enroll into or did you need some information on what was available? Um, can you give me some information on what's available, please? Yeah. Um, so again, so Hamilton-Riker offers a couple of different policies. They offer four different medical plans, um, ver- covering various things, and then they also have additional benefit add-ons for things like dental, vision, life insurance, short-term disability, critical illness, accident coverage, behavioral health, identity protection, uh, prescription coverage, and virtual care services. Um, if it might be a little bit better for you or if it might help a little bit more, um, we can send you an information packet that goes over the plans that Hamilton-Riker offers, kind of gives you an idea of what all is available, uh, what all kind of services they would cover, as well as give you information on how much they'll cost coming out of your check every week. Um, can you confirm, we have your email as mannypsg239@gmail.com? Yeah, that's my email. Okay. Yeah, if you want, we can go ahead and send that information guide on over to you. You can kind of give that a read through, figure out what's going to work out best for you, and then give us a call back once you have more information on what you want to enroll into. We really just don't do that now, though. Okay. I just want... I was just giving you options, sir. Um, did you have an idea of what kind of insurance you wanted to enroll into then? Um, yeah, health insurance. Okay. So yeah, there's four options for that. There's a preventative care only plan, so things like physicals, vaccines, cancer screenings, services like that and nothing else. Um, there's a plan that... There's two plans, the VIP standard and classic, that cover more along the lines of doctor's visits, hospital

visits and services like that. However, they do not cover any prescript- or any, uh, sorry, any preventative care services. Um, and then finally, there is a plan that kind of covers both in one single plan, um, called the StayHealthy Enhanced. It does both the preventative care services as well as the standard doctor's and hospital visits. Okay, yeah, I want to do that one. Okay. Is it for just yourself? Are you covering anyone else? Um, just myself. All right, and then was there any other insurance plans you wanted to enroll into? Um, um, no, just health insurance. Everybody says with doctor's vis- with doctor's visit. Okay. So then... Okay. So then the plan that you selected is \$42.68 out of your check every week. Do you authorize Hamilton-Riker to make those deductions? Uh, no. I ain't... Uh, no. I didn't know I had... Uh, no, I'm straight. I don't even want to do it. O- okay, so, so you do not wish to enroll at all then? No, I don't wanna do it. All right, have a good day, sir. Thanks for calling. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Medical Insurance Card. This is Chris. How can I help you today?

Speaker speaker_1: Um, yes. I was... I was calling because, um, I was calling because I just had a call a while ago that said-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I need to fill out my benefit thing for Hamilton-Riker.

Speaker speaker_0: Okay. So y- you're looking to enroll in an insurance through Hamilton-Riker?

Speaker speaker_1: Um, yes, if that's possible.

Speaker speaker_0: Okay. What's the last four of your social, so I can locate your file?

Speaker speaker_1: 0360...

Speaker speaker_0: Yeah. And your first and last name?

Speaker speaker_1: Javarrieh Meredith.

Speaker speaker_0: All right, sir. Could you verify your address and your date of birth for me?

Speaker speaker_1: Um, 143 Cobb Avenue, Tupelo, Mississippi. My date of birth may... I meant 05/06/2006.

Speaker speaker_0: Thank you. Uh, can you verify... We have your phone number on file as 662-330-2124. Is that correct?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Okay. All right, so the reason that we had attempted to call you was because the enrollment form for the health insurance benefits you filled out, you left blank in terms of any actual insurance plans to enroll into. So we were calling to verify if you were

looking to enroll into any insurance from Hamilton-Riker or not in the first place. Uh, you said you were looking to enroll?

Speaker speaker_1: Um, do I have to?

Speaker speaker_0: No, it's not a requirement. If you're not looking to enroll into any insurance, then you don't have to do anything.

Speaker speaker_1: Okay. Okay, let me ask you a question. Like what type of benefits?

Speaker speaker_0: Like medical insurance, dental insurance, vision insurance, things like that.

Speaker speaker_1: Yeah. Okay. So yeah, I would like to do that.

Speaker speaker_0: Okay. Did you have an idea of what kind of insurance you wanted to enroll into or did you need some information on what was available?

Speaker speaker_1: Um, can you give me some information on what's available, please?

Speaker speaker_0: Yeah. Um, so again, so Hamilton-Riker offers a couple of different policies. They offer four different medical plans, um, ver- covering various things, and then they also have additional benefit add-ons for things like dental, vision, life insurance, short-term disability, critical illness, accident coverage, behavioral health, identity protection, uh, prescription coverage, and virtual care services. Um, if it might be a little bit better for you or if it might help a little bit more, um, we can send you an information packet that goes over the plans that Hamilton-Riker offers, kind of gives you an idea of what all is available, uh, what all kind of services they would cover, as well as give you information on how much they'll cost coming out of your check every week. Um, can you confirm, we have your email as mannypsg239@gmail.com?

Speaker speaker_1: Yeah, that's my email.

Speaker speaker_0: Okay. Yeah, if you want, we can go ahead and send that information guide on over to you. You can kind of give that a read through, figure out what's going to work out best for you, and then give us a call back once you have more information on what you want to enroll into.

Speaker speaker_1: We really just don't do that now, though.

Speaker speaker_0: Okay. I just want... I was just giving you options, sir. Um, did you have an idea of what kind of insurance you wanted to enroll into then?

Speaker speaker_1: Um, yeah, health insurance.

Speaker speaker_0: Okay. So yeah, there's four options for that. There's a preventative care only plan, so things like physicals, vaccines, cancer screenings, services like that and nothing else. Um, there's a plan that... There's two plans, the VIP standard and classic, that cover more along the lines of doctor's visits, hospital visits and services like that. However, they do not cover any prescript- or any, uh, sorry, any preventative care services. Um, and then finally, there is a plan that kind of covers both in one single plan, um, called the StayHealthy

Enhanced. It does both the preventative care services as well as the standard doctor's and hospital visits.

Speaker speaker_1: Okay, yeah, I want to do that one.

Speaker speaker_0: Okay. Is it for just yourself? Are you covering anyone else?

Speaker speaker_1: Um, just myself.

Speaker speaker_0: All right, and then was there any other insurance plans you wanted to enroll into?

Speaker speaker_1: Um, um, no, just health insurance

Speaker speaker_2: Everybody says with doctor's vis- with doctor's visit.

Speaker speaker_0: Okay. So then... Okay. So then the plan that you selected is \$42.68 out of your check every week. Do you authorize Hamilton-Riker to make those deductions?

Speaker speaker_1: Uh, no. I ain't... Uh, no. I didn't know I had... Uh, no, I'm straight. I don't even want to do it.

Speaker speaker_0: O- okay, so, so you do not wish to enroll at all then?

Speaker speaker_1: No, I don't wanna do it.

Speaker speaker_0: All right, have a good day, sir. Thanks for calling.

Speaker speaker_1: All right.