

Transcript: Chris Sofield

(deactivated)-5653466163757056-5599044096278528

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical On Guard. This is Chris. How can I help you today? Yeah, I was wonderin' about enrolling. Okay. What staffing company do you work with? Uh, ADAPT Staffing. ADAPT Staffing? Yes, sir. One moment. Mm-hmm. Is it ADAPT or ADEPT? Uh, ADAPT, I believe. A-D-P-T... something like that. ADP- A-D-P-T? Yes, sir. A-D- A-D-E-P-T. Okay, so ADEPT. Okay. Yes, sir. Sorry. All right. Um, you're fine. Mm-buh, uh, and then the last four of your social to locate your file? Uh, 5260. Okay. And your first and last name? Allen Bartley. Thank you. Mr. Bartley, could you verify your address and your date of birth for me please? Uh, 230 Lanier Drive, Statesboro, Georgia, 30458 and 11/27/01. Thank you. We have a phone number on file for you at 912-410-7543. Is that correct? Yes, sir. And an email of bartleyallen6@gmail.com. Is that also correct? Yes, sir. All right. Okay. Let's see here. All right. And yes, because it is currently open enrollment for ADEPT, you are eligible for everything available to them. Uh, did you have an idea of what kind of insurance you wanted? Um, mostly something to cover like, uh, dental and like, uh, uh like daily checkups. Not daily checkups, but like a, a checkup type job. Okay. So, um, all right, dental is definitely an option. And then as far as medical, you've got four options for that. You've got, um, the Stay Healthy preventive care plan. This is good for things like physicals, vaccines, cancer screenings, colonoscopies and services like that, those preventative care type services. However, those kinds of pl- those kinds of services are the only services that that plan will cover. It will not cover any sort of like treatment visits, like e- doctor's visits for any sort of sickness or injury or anything like that. Um, the other three plans, the VIP plans, Standard, Classic and Plus, these all will cover those, those visits if you're like sick or injured or anything like that. However, these plans by themselves, they also do not cover those preventative care services. So, if you get just VIP, you will only, you will not be able to get like a physical or a vaccine or cancer screening or anything like that. Now, because they are completely different plans and cover completely different things, you are allowed to enroll into Stay Healthy and VIP at the same time if you feel you need both types of benefits. If you don't feel you need both though, you can o- you can pick whichever one you feel you need more. Uh, the one for like the, the screening and stuff. Okay. All right. So the Stay Healthy plan and then dental. Now, are these two plans just for yourself or are you covering anyone else? Just for myself. All right. So the Stay Healthy plan is \$16.18 a week, dental is \$3.64 a week, totaling to \$19.82 per week. Do you authorize ADEPT to make these deductions? Yes, sir. All right. It's gonna take about a week or two for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Once that deduction happens, your policy is effective the following Monday, with ID cards typically arriving about a week or two after that effective date. Okay? Okay. I was, um... Listen, I have a different, uh, mailing address. Okay.

So, yeah, the address on file needs to be your mailing address. Um, what, what is your mailing address, Ben? Uh, 327 Magnolia Street, Claxton, Georgia. And is it- 30417. 30417. Thank you. Mm-hmm. Okay. All right. We'll go ahead and update that address to send those ID cards there. That does mean whenever you give us a call, that is the address you need to verify. Um- Okay. ... but other than that, was there anything else? No, sir. All right. Thanks again for calling and have a wonderful day. You too. 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 Medical On Guard. This is Chris. How can I help you today?

Speaker speaker_2: Yeah, I was wonderin' about enrolling.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, ADAPT Staffing.

Speaker speaker_1: ADAPT Staffing?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: One moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Is it ADAPT or ADEPT?

Speaker speaker_2: Uh, ADAPT, I believe. A-D-P-T... something like that.

Speaker speaker_1: ADP- A-D-P-T?

Speaker speaker_2: Yes, sir. A-D- A-D-E-P-T.

Speaker speaker_1: Okay, so ADEPT. Okay.

Speaker speaker_2: Yes, sir. Sorry.

Speaker speaker_1: All right. Um, you're fine. Mm-buh, uh, and then the last four of your social to locate your file?

Speaker speaker_2: Uh, 5260.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Allen Bartley.

Speaker speaker_1: Thank you. Mr. Bartley, could you verify your address and your date of birth for me please?

Speaker speaker_2: Uh, 230 Lanier Drive, Statesboro, Georgia, 30458 and 11/27/01.

Speaker speaker_1: Thank you. We have a phone number on file for you at 912-410-7543. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And an email of bartleyallen6@gmail.com. Is that also correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Okay. Let's see here. All right. And yes, because it is currently open enrollment for ADEPT, you are eligible for everything available to them. Uh, did you have an idea of what kind of insurance you wanted?

Speaker speaker_2: Um, mostly something to cover like, uh, dental and like, uh, uh like daily checkups. Not daily checkups, but like a, a checkup type job.

Speaker speaker_1: Okay. So, um, all right, dental is definitely an option. And then as far as medical, you've got four options for that. You've got, um, the Stay Healthy preventive care plan. This is good for things like physicals, vaccines, cancer screenings, colonoscopies and services like that, those preventative care type services. However, those kinds of pl- those kinds of services are the only services that that plan will cover. It will not cover any sort of like treatment visits, like e- doctor's visits for any sort of sickness or injury or anything like that. Um, the other three plans, the VIP plans, Standard, Classic and Plus, these all will cover those, those visits if you're like sick or injured or anything like that. However, these plans by themselves, they also do not cover those preventative care services. So, if you get just VIP, you will only, you will not be able to get like a physical or a vaccine or cancer screening or anything like that. Now, because they are completely different plans and cover completely different things, you are allowed to enroll into Stay Healthy and VIP at the same time if you feel you need both types of benefits. If you don't feel you need both though, you can o- you can pick whichever one you feel you need more.

Speaker speaker_2: Uh, the one for like the, the screening and stuff.

Speaker speaker_1: Okay. All right. So the Stay Healthy plan and then dental. Now, are these two plans just for yourself or are you covering anyone else?

Speaker speaker_2: Just for myself.

Speaker speaker_1: All right. So the Stay Healthy plan is \$16.18 a week, dental is \$3.64 a week, totaling to \$19.82 per week. Do you authorize ADEPT to make these deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. It's gonna take about a week or two for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Once that deduction happens, your policy is effective the following Monday, with ID cards typically arriving about a week or two after that effective date. Okay?

Speaker speaker_2: Okay. I was, um... Listen, I have a different, uh, mailing address.

Speaker speaker_1: Okay. So, yeah, the address on file needs to be your mailing address. Um, what, what is your mailing address, Ben?

Speaker speaker_2: Uh, 327 Magnolia Street, Claxton, Georgia.

Speaker speaker_1: And is it-

Speaker speaker_2: 30417.

Speaker speaker_1: 30417. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. All right. We'll go ahead and update that address to send those ID cards there. That does mean whenever you give us a call, that is the address you need to verify. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... but other than that, was there anything else?

Speaker speaker_2: No, sir.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.