

## Transcript: Chris Sofield

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### Full Transcript

How can I help you? Yes, um, I was, uh... I was, uh... looking to enroll in benefits with VIC. Okay, what staffing company do you work with? Partners Personnel. Thank you, and the last four of your SS number? 90115. All right, your first and last name? Deandre Taylor. All right, Mr. Taylor, could you verify your address and your date of birth for me? Yeah, 10713 Fortune Avenue, 91695. Okay. Uh, can you verify the rest of the address? I need the city, state and zip as well. Yeah, Cleveland, Ohio 44111. Thank you. Got a phone number on file of 216-255-2318, is that correct? Yes. All right. And then, do you have an idea of what you wanted to enroll into, Mr. Taylor? Um, I... I... Vision, healthcare... healthcare benefits. Okay, so vision and medical? Yeah. All right. D- did you know which medical plan you wanted, sir? Um, no, not actually, no. Okay, so there are five options. There is a plan called the Stay Healthy Plan, which is a preventative care policy. This plan covers things like physicals, vaccines, cancer screenings, um, services like that. But that's kind of all that plan will cover. It doesn't cover any sort of standard doctor's visits or hospital visits or anything like that. Okay. Um, and then there's the... Uh, and then there's the VIP plan. Uh, there are three levels of this, standard, plus and prime. Um, these plans will cover more along the lines of those doctors, hospitals, things like that. Um, however, they do not cover any of those preventative care services, so like, those physicals and vaccines and the like are not covered by VIP. Mm-hmm. And then finally, there is a plan called the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover both the standard services as well as the preventative services. Okay. So what benefits does VR have? As far as, like, the medical, those are the five options for medical. Uh, did you want the preventative care service only one, the one that covers, like, the doctors and hospitals, but no preventative care? Did you want the combination plan? Um, no, even if it's not medical, other than medical, what other benefits do y'all have? Uh, dental, vision, short-term disability, life insurance, um, critical illness, accident coverage, behavioral health and identity protection. Uh, if you're looking for any benefits that aren't insurance related, you'll need to get in contact with Partners Personnel, because we have nothing to do with that. Okay. Okay. Um... Dental... Dental plan. So dental, and then you said you wanted vision earlier as well? Yes. And then which medical plan did you want? Or did you not want medical at all, you just want dental and vision? Yeah, just dental and vision. Okay. Are these for just yourself, or are you covering anyone else? Um, just myself. All right. Dental is \$3.63 per week, and vision is \$2.15 per week. Total between these is \$5.78 per week. Do you authorize Partners to make these deductions? Oh, so... So I'm able to add, uh, someone else? Uh, you can add a... You can add a spouse, a child or the... or the whole family, which would be spouse and child. Oh, well, can I call you back and get back with you about it? Yeah. Just see what I want to go with. Yeah, if you want to do that. Uh, your... your deadline to make any decisions is February 19th. Okay. So you've got about two weeks.

Okay. All right. No problem. Anything else, sir? No, that was it. I just wanted to ask a few questions before I go for it. All right. All right, then. Well, if that's everything for now, thanks again for calling and have a good day. Okay, you too.

## Conversation Format

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Yes, um, I was, uh... I was, uh... looking to enroll in benefits with VIC.

Speaker speaker\_0: Okay, what staffing company do you work with?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_0: Thank you, and the last four of your SS number?

Speaker speaker\_1: 90115.

Speaker speaker\_0: All right, your first and last name?

Speaker speaker\_1: Deandre Taylor.

Speaker speaker\_0: All right, Mr. Taylor, could you verify your address and your date of birth for me?

Speaker speaker\_1: Yeah, 10713 Fortune Avenue, 91695.

Speaker speaker\_0: Okay. Uh, can you verify the rest of the address? I need the city, state and zip as well.

Speaker speaker\_1: Yeah, Cleveland, Ohio 44111.

Speaker speaker\_0: Thank you. Got a phone number on file of 216-255-2318, is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And then, do you have an idea of what you wanted to enroll into, Mr. Taylor?

Speaker speaker\_1: Um, I... I... Vision, healthcare... healthcare benefits.

Speaker speaker\_0: Okay, so vision and medical?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. D- did you know which medical plan you wanted, sir?

Speaker speaker\_1: Um, no, not actually, no.

Speaker speaker\_0: Okay, so there are five options. There is a plan called the Stay Healthy Plan, which is a preventative care policy. This plan covers things like physicals, vaccines, cancer screenings, um, services like that. But that's kind of all that plan will cover. It doesn't

cover any sort of standard doctor's visits or hospital visits or anything like that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and then there's the... Uh, and then there's the VIP plan. Uh, there are three levels of this, standard, plus and prime. Um, these plans will cover more along the lines of those doctors, hospitals, things like that. Um, however, they do not cover any of those preventative care services, so like, those physicals and vaccines and the like are not covered by VIP.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then finally, there is a plan called the Stay Healthy Enhanced Plan, which is kind of a combination plan. It'll cover both the standard services as well as the preventative services.

Speaker speaker\_1: Okay. So what benefits does VR have?

Speaker speaker\_0: As far as, like, the medical, those are the five options for medical. Uh, did you want the preventative care service only one, the one that covers, like, the doctors and hospitals, but no preventative care? Did you want the combination plan?

Speaker speaker\_1: Um, no, even if it's not medical, other than medical, what other benefits do y'all have?

Speaker speaker\_0: Uh, dental, vision, short-term disability, life insurance, um, critical illness, accident coverage, behavioral health and identity protection. Uh, if you're looking for any benefits that aren't insurance related, you'll need to get in contact with Partners Personnel, because we have nothing to do with that.

Speaker speaker\_1: Okay. Okay. Um... Dental... Dental plan.

Speaker speaker\_0: So dental, and then you said you wanted vision earlier as well?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then which medical plan did you want? Or did you not want medical at all, you just want dental and vision?

Speaker speaker\_1: Yeah, just dental and vision.

Speaker speaker\_0: Okay. Are these for just yourself, or are you covering anyone else?

Speaker speaker\_1: Um, just myself.

Speaker speaker\_0: All right. Dental is \$3.63 per week, and vision is \$2.15 per week. Total between these is \$5.78 per week. Do you authorize Partners to make these deductions?

Speaker speaker\_1: Oh, so... So I'm able to add, uh, someone else?

Speaker speaker\_0: Uh, you can add a... You can add a spouse, a child or the... or the whole family, which would be spouse and child.

Speaker speaker\_1: Oh, well, can I call you back and get back with you about it?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Just see what I want to go with.

Speaker speaker\_0: Yeah, if you want to do that. Uh, your... your deadline to make any decisions is February 19th.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you've got about two weeks.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Anything else, sir?

Speaker speaker\_1: No, that was it. I just wanted to ask a few questions before I go for it.

Speaker speaker\_0: All right. All right, then. Well, if that's everything for now, thanks again for calling and have a good day.

Speaker speaker\_1: Okay, you too.