

## 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 in a Card. This is Chris. How can I help you today? Hey. Well, I'm calling now Well, we'll have some insurance. Okay. What staff and company do you work with? Um, The Resource. The Resource, okay. And last four of your social? 4202. You said 4202? Yes, sir. All right. Your first and last name? Ari, A-R-I, E, E, Truesell, T-R-U, S-E-L-L. Thank you, Mr. Truesell. Could you verify your address and your date of birth for me please? Uh, yes. 1535 Summit Avenue, Greensboro, North Carolina and then date of birth is 06/13/2001. Thank you. We have a phone number on file for you at 405-6084. Is that correct? Yes. Okay. All right, and Mr. Truesell, did you have an idea of what kind of insurance you wanted to enroll into from The Resource? Um, medical, uh, dental and vision. Okay. Uh, for medical you've got a couple of options. Uh, you have the Stay Healthy Plan which is a, uh, preventative care plan. This is gonna cover things like physicals, vaccines, cancer screenings, services like that, along with providing some prescription benefit through a program called Free RX, where if it's a covered medication under Free RX, it is completely free out of pocket for you. Um, the, uh, the only thing is that it is preventative care only, so you would not be able to get any sort of, like, regular doctor's visits or anything like that through that plan. Um, but those plan... Those services that it does cover, it covers them at 100%. Um... Okay. And then there's also the VIP plan. There's two levels of this: basic and classic. The, uh, th- these plans will cover more along the lines of those visits for, like, sickness or injury or anything like that, doctors, hospitals, so on and so forth. Um, whereas, where the difference between them is that basic will not cover, um, like, overnight hospital stay, ICU or rehab services, whereas classic will cover those services. Um, a- with clas- or sorry, basic being \$15.50 per week and classic being \$18.55 per week if it's for just yourself. If you feel like you need both the sta- the, uh, the doctor's visit as well as the preventative visits, you are allowed to enroll into one of the VIP plans with that Stay Healthy plan, which Stay Healthy is \$15.65 a week. Um, did you want to do w- uh, both VIP and Stay Healthy? Did you wanna do just Stay Healthy? Did you wanna do just VIP? Um, which one covers, like, the, just the regular visits, like the, just the regular- That... like if I have to see somebody or something? That would... Yeah, that would be either VIP Basic or VIP Classic. Both of those would cover those kinds of services. Again, the difference between them is that basic will, will not cover overnight hospital stay or anything like that. Um, but they will both cover, like, doctor's visits if you're sick or anything like that. Okay. We can do, um, classic. The classic. Okay. And the Stay Healthy. And Stay Healthy? Okay. And then you said you also wanted dental and vision? Mm-hmm. All right. Now, is this all for just yourself or are you covering anyone else? Uh, this is for me. For you, got it. All right. So, um, again, Stay Healthy, Stay Healthy is \$15.65 a week, VIP is \$18.55 a week, and then dental is \$3.38 and vision is \$1.99. This is a total of \$39.57 per week for these plans. Do you authorize,

uh, Resource to make these deductions? Yes. All right. It's gonna take about one to two weeks for this enrollment to process. Once processing's complete, you should start seeing these deductions coming out of your checks. The Monday following the first deduction is when policies will become effective, with ID cards typically arriving one to two weeks after that effective date. Okay? Okay. Thank you. No problem. Anything else? That was it. Thank you. You're very welcome. Thanks again for calling and have a wonderful day.

## Conversation Format

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

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

Speaker speaker\_2: Hey. Well, I'm calling now

Speaker speaker\_3: Well, we'll have some insurance.

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

Speaker speaker\_2: Um, The Resource.

Speaker speaker\_1: The Resource, okay. And last four of your social?

Speaker speaker\_2: 4202.

Speaker speaker\_1: You said 4202?

Speaker speaker\_2: Yes, sir.

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

Speaker speaker\_2: Ari, A-R-I, E, E, Truesell, T-R-U, S-E-L-L.

Speaker speaker\_1: Thank you, Mr. Truesell. Could you verify your address and your date of birth for me please?

Speaker speaker\_2: Uh, yes. 1535 Summit Avenue, Greensboro, North Carolina and then date of birth is 06/13/2001.

Speaker speaker\_1: Thank you. We have a phone number on file for you at 405-6084. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right, and Mr. Truesell, did you have an idea of what kind of insurance you wanted to enroll into from The Resource?

Speaker speaker\_2: Um, medical, uh, dental and vision.

Speaker speaker\_1: Okay. Uh, for medical you've got a couple of options. Uh, you have the Stay Healthy Plan which is a, uh, preventative care plan. This is gonna cover things like physicals, vaccines, cancer screenings, services like that, along with providing some prescription benefit through a program called Free RX, where if it's a covered medication under Free RX, it is completely free out of pocket for you. Um, the, uh, the only thing is that it is preventative care only, so you would not be able to get any sort of, like, regular doctor's visits or anything like that through that plan. Um, but those plan... Those services that it does cover, it covers them at 100%. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then there's also the VIP plan. There's two levels of this: basic and classic. The, uh, th- these plans will cover more along the lines of those visits for, like, sickness or injury or anything like that, doctors, hospitals, so on and so forth. Um, whereas, where the difference between them is that basic will not cover, um, like, overnight hospital stay, ICU or rehab services, whereas classic will cover those services. Um, a- with clas- or sorry, basic being \$15.50 per week and classic being \$18.55 per week if it's for just yourself. If you feel like you need both the sta- the, uh, the doctor's visit as well as the preventative visits, you are allowed to enroll into one of the VIP plans with that Stay Healthy plan, which Stay Healthy is \$15.65 a week. Um, did you want to do w- uh, both VIP and Stay Healthy? Did you wanna do just Stay Healthy? Did you wanna do just VIP?

Speaker speaker\_2: Um, which one covers, like, the, just the regular visits, like the, just the regular-

Speaker speaker\_1: That-

Speaker speaker\_2: ... like if I have to see somebody or something?

Speaker speaker\_1: That would... Yeah, that would be either VIP Basic or VIP Classic. Both of those would cover those kinds of services. Again, the difference between them is that basic will, will not cover overnight hospital stay or anything like that. Um, but they will both cover, like, doctor's visits if you're sick or anything like that.

Speaker speaker\_2: Okay. We can do, um, classic.

Speaker speaker\_1: The classic. Okay.

Speaker speaker\_2: And the Stay Healthy.

Speaker speaker\_1: And Stay Healthy? Okay. And then you said you also wanted dental and vision?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. Now, is this all for just yourself or are you covering anyone else?

Speaker speaker\_2: Uh, this is for me.

Speaker speaker\_1: For you, got it. All right. So, um, again, Stay Healthy, Stay Healthy is \$15.65 a week, VIP is \$18.55 a week, and then dental is \$3.38 and vision is \$1.99. This is a

total of \$39.57 per week for these plans. Do you authorize, uh, Resource to make these deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. It's gonna take about one to two weeks for this enrollment to process. Once processing's complete, you should start seeing these deductions coming out of your checks. The Monday following the first deduction is when policies will become effective, with ID cards typically arriving one to two weeks after that effective date. Okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Anything else?

Speaker speaker\_2: That was it. Thank you.

Speaker speaker\_1: You're very welcome. Thanks again for calling and have a wonderful day.