

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? Yes, um, called about the new open revon- open enrollment for... Okay. Were you looking to enroll into any insurance or make any changes to any existing insurance? Yes. I wanna add my dependents, uh, my son and my, um, my daughter. Okay. We can get that done for you. What staffing company do you work with? Uh, MAU. Uh- All right, and then the last four of your Social? 2500. Thank you. Your first and last name? Malcolm Davis. All right. Mr. Davis, could you verify your address and your date of birth for me, please? It's 105 Silverberry Drive, Lexington, South Carolina, 29073. And, um, the address is... Oh, my date of birth, you said? Uh, yes, sir. 7/29/84. All right, thank you. And then we have a phone number on file of 998-8323. Is that correct? Yes. That's correct. All right. Okay. So let's see here. Upgrading your plans to add the children on is going to bring your total weekly deductions up to \$27.62 per week. Do you authorize MAU to make those deductions? Yes. All right. One moment. All right. And then what is the first child's name? Uh, we can do Gianna Davis first. Gianna Davis. Do you by chance have her Social? Yes. It's, uh, 192- Mm-hmm. ... 45- Mm-hmm. ... 0079. And then what's her date of birth? 3/8/2013. Thank you. And my apologies, I probably should've asked this earlier. Um, her name, is it G... I'm sorry, G-I-A-N-N-A? Yes. Okay. All right, and then your other child? Uh, Ronald Nixon. Ronald Nixon. Got it. Uh, his Social? 65718 2003. Thank you. And then his date of birth. August 18th, 2003. All right. All right, then. So that's what I needed to get them added on to the policy. It's going to take about one to two weeks for this, for this change to process. Once everything processes, you should start seeing your deductions increase to that \$27.62. The Monday following the first deduction of \$27.62 is when your coverages will have upgraded to include the children, and you'll receive new ID cards indicating that about a week to two after the change takes- take place. Okay? Okay. And what's the, um, and what's, like, the benefits, like, they include for the children? Um, it's pretty much everything that you already have. So the preventative care medical plan, the dental and the vision. Preventative medical? Uh, yes, sir. The plan that you're enrolled into is preventative care services, so things like physicals, vaccines, cancer screenings, things like that. Now, say if they needed, like, um, like, therapy sessions or anything. Would that cover anything like that? Uh- Like, say if they are need mental health, uh... The medical plan does not cover that kind of- those kinds of services. Um, however, there is an additional... Uh, there is an option to add behavioral health onto the, onto the policy as well, um, for an extra \$1.50 a week. Yes. I need a behavioral, um, health, uh, plan for my son. Okay, that's fine. Actually, Ronald Nixon. Okay, that's fine. Um, so behavioral health is going to be for, for you and both children, but it's still \$1.50 a week. Um, that brings it up to \$29.12 per week. Do you authorize those deductions? Mm. Yes. That's fine. Um, I was about to say, uh, so, like, that, that, that would include, like, if

he needed help, like, with therapy and stuff like that, counseling? Yep. Yes, sir. Behavioral health, uh, behavioral health is for, like, therapy and counseling services. Yes, sir. Oh, okay. Um, and you had got... Well, so, um, did you ask for his birthday? I don't know. Uh, yes. I got... his birthday. Uh, yes. I got both of their, both of their Socials and both of their dates of birth. Okay. Can you repeat the date of birth and Socials for me? I want to make sure I got it right. Uh, for Gianna, the Social you gave me was 192-45-0079. Mm-hmm. And date of birth was 3/8/13. Mm-hmm. And then the Social you gave me for Ronald was 65718 2003, and the date of birth was 8/18/03. Eight, eight... That's an 8/18/03? Yes. No. My bad. It's actually 8/18/2004. I'm sorry. 8/18/of '04? Okay. Got it. All right. So that's corrected. All right. So that's everything we need. Um, how... Uh, h- Sorry, go ahead. Okay. That's everything you need. So how, um... I don't know if my, um, my other daughter has insurance or anything, so how... Is it possible... Uh, how long is the open enrollment, uh, open for? Uh, open enrollment's going on until the end of the month, January 31st. Okay. So if I need to add my youngest daughter, she's, like, four years old, I could fall back and add her? Uh, yes. And since it's going to be the same, uh, coverage level, just you and children, there will be no extra cost. It'll just be adding the, uh, adding the extra dependent. Oh, okay. 'Cause I think, uh, I don't, I don't know her, um, Social by heart. I'd have to get with her mother. But, uh- That, that's entirely fine. You, uh, just make sure you get in contact with us before open enrollment ends, as we can only add dependents during open enrollment. But as long as you get in touch with us before then, we can get her added on there. Okay. All right. All right. Anything else? All right. No. Nothing else. All right, then. Well, if that's everything, thanks again for calling, and you have a wonderful day. All right. You, too. Thank you. By now. You're welcome. By now. You need anything? You want some Sprite? Need some... You gotta eat some choc-

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: Yes, um, called about the new open revon- open enrollment for...

Speaker speaker_1: Okay. Were you looking to enroll into any insurance or make any changes to any existing insurance?

Speaker speaker_2: Yes. I wanna add my dependents, uh, my son and my, um, my daughter.

Speaker speaker_1: Okay. We can get that done for you. What staffing company do you work with?

Speaker speaker_2: Uh, MAU. Uh-

Speaker speaker_1: All right, and then the last four of your Social?

Speaker speaker_2: 2500.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Malcolm Davis.

Speaker speaker_1: All right. Mr. Davis, could you verify your address and your date of birth for me, please?

Speaker speaker_2: It's 105 Silverberry Drive, Lexington, South Carolina, 29073. And, um, the address is... Oh, my date of birth, you said?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: 7/29/84.

Speaker speaker_1: All right, thank you. And then we have a phone number on file of 998-8323. Is that correct?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: All right. Okay. So let's see here. Upgrading your plans to add the children on is going to bring your total weekly deductions up to \$27.62 per week. Do you authorize MAU to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. One moment. All right. And then what is the first child's name?

Speaker speaker_2: Uh, we can do Gianna Davis first.

Speaker speaker_1: Gianna Davis. Do you by chance have her Social?

Speaker speaker_2: Yes. It's, uh, 192-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 45-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 0079.

Speaker speaker_1: And then what's her date of birth?

Speaker speaker_2: 3/8/2013.

Speaker speaker_1: Thank you. And my apologies, I probably should've asked this earlier. Um, her name, is it G... I'm sorry, G-I-A-N-N-A?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, and then your other child?

Speaker speaker_2: Uh, Ronald Nixon.

Speaker speaker_1: Ronald Nixon. Got it. Uh, his Social?

Speaker speaker_2: 65718 2003.

Speaker speaker_1: Thank you. And then his date of birth.

Speaker speaker_2: August 18th, 2003.

Speaker speaker_1: All right. All right, then. So that's what I needed to get them added on to the policy. It's going to take about one to two weeks for this, for this change to process. Once everything processes, you should start seeing your deductions increase to that \$27.62. The Monday following the first deduction of \$27.62 is when your coverages will have upgraded to include the children, and you'll receive new ID cards indicating that about a week to two after the change takes- take place. Okay?

Speaker speaker_2: Okay. And what's the, um, and what's, like, the benefits, like, they include for the children?

Speaker speaker_1: Um, it's pretty much everything that you already have. So the preventative care medical plan, the dental and the vision.

Speaker speaker_2: Preventative medical?

Speaker speaker_1: Uh, yes, sir. The plan that you're enrolled into is preventative care services, so things like physicals, vaccines, cancer screenings, things like that.

Speaker speaker_2: Now, say if they needed, like, um, like, therapy sessions or anything. Would that cover anything like that?

Speaker speaker_1: Uh-

Speaker speaker_2: Like, say if they are need mental health, uh...

Speaker speaker_1: The medical plan does not cover that kind of- those kinds of services. Um, however, there is an additional... Uh, there is an option to add behavioral health onto the, onto the policy as well, um, for an extra \$1.50 a week.

Speaker speaker_2: Yes. I need a behavioral, um, health, uh, plan for my son.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_2: Actually, Ronald Nixon.

Speaker speaker_1: Okay, that's fine. Um, so behavioral health is going to be for, for you and both children, but it's still \$1.50 a week. Um, that brings it up to \$29.12 per week. Do you authorize those deductions?

Speaker speaker_2: Mm. Yes. That's fine. Um, I was about to say, uh, so, like, that, that, that would include, like, if he needed help, like, with therapy and stuff like that, counseling?

Speaker speaker_1: Yep. Yes, sir. Behavioral health, uh, behavioral health is for, like, therapy and counseling services. Yes, sir.

Speaker speaker_2: Oh, okay. Um, and you had got... Well, so, um, did you ask for his birthday? I don't know.

Speaker speaker_1: Uh, yes. I got-

Speaker speaker_2: ... his birthday.

Speaker speaker_1: Uh, yes. I got both of their, both of their Socials and both of their dates of birth.

Speaker speaker_2: Okay. Can you repeat the date of birth and Socials for me? I want to make sure I got it right.

Speaker speaker_1: Uh, for Gianna, the Social you gave me was 192-45-0079.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And date of birth was 3/8/13.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then the Social you gave me for Ronald was 65718 2003, and the date of birth was 8/18/03.

Speaker speaker_2: Eight, eight... That's an 8/18/03?

Speaker speaker_1: Yes.

Speaker speaker_2: No. My bad. It's actually 8/18/2004. I'm sorry.

Speaker speaker_1: 8/18/of '04? Okay. Got it. All right. So that's corrected. All right. So that's everything we need.

Speaker speaker_2: Um, how... Uh, h-

Speaker speaker_1: Sorry, go ahead.

Speaker speaker_2: Okay. That's everything you need. So how, um... I don't know if my, um, my other daughter has insurance or anything, so how... Is it possible... Uh, how long is the open enrollment, uh, open for?

Speaker speaker_1: Uh, open enrollment's going on until the end of the month, January 31st.

Speaker speaker_2: Okay. So if I need to add my youngest daughter, she's, like, four years old, I could fall back and add her?

Speaker speaker_1: Uh, yes. And since it's going to be the same, uh, coverage level, just you and children, there will be no extra cost. It'll just be adding the, uh, adding the extra dependent.

Speaker speaker_2: Oh, okay. 'Cause I think, uh, I don't, I don't know her, um, Social by heart. I'd have to get with her mother. But, uh-

Speaker speaker_1: That, that's entirely fine. You, uh, just make sure you get in contact with us before open enrollment ends, as we can only add dependents during open enrollment. But as long as you get in touch with us before then, we can get her added on there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: All right.

Speaker speaker_1: Anything else?

Speaker speaker_2: All right. No. Nothing else.

Speaker speaker_1: All right, then. Well, if that's everything, thanks again for calling, and you have a wonderful day.

Speaker speaker_2: All right. You, too. Thank you.

Speaker speaker_1: By now. You're welcome. By now.

Speaker speaker_2: You need anything? You want some Sprite? Need some... You gotta eat some choc-