

## 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 and a Card. This is Chris. How can I, uh, help you today? Yes, my name is Melissa Corley, and, uh... Yes, ma'am. Hold on. And I wanna change e- and I wanna change my benefits. Okay. What staffing company do you work with? Uh, MAU. Okay. And the last four of your Social to locate your file? 6356. Okay. All right, Ms. Corley, could you verify your address and your date of birth for me, please? 2251 Dot Bowers Road, Reverbance, South Carolina. Uh, 10/22/1967. Thank you. Uh, I've got a phone on file for you that looks like 768-2175. Is that still correct? Correct. Okay. One moment. All right. So our show it looks like you have medical, dental, vision, accident coverage, and short-term disability. What changes were you looking to make, ma'am? Uh, how much is, uh, the medical 'cause I wanna go up on my... Uh, I probably wanna go up 'cause I need to go to the eye doc and I sure don't want to be paying that much money to go to the eye doc. And I need to go to the toothpick. Okay. So- How much is I pay now? So currently, you're at \$29.11 per week. Uh, that's for all five of those plans. That's the highest it'll go? Uh, as far as everything except medical, yes. The only, the only, uh, kind of coverage that has other plans is medical. You can either upgrade to the Ensure Plus Enhanced, which would grant more coverage for, uh, things like hospitalizations and, uh, surgeries, but everything else is more or less the same. Or you can- Then what... And what about like, doing mammograms? I still have to pay something? So that's... Yeah, that's what's... I was just getting to that, ma'am. So, uh, the... So you can upgrade the Ensure Plus Basic to the Ensure Plus Enhanced, which really only gives more coverage again for things like surgeries and emergency r- visits or hospitalizations. Um, but both p- but the... It still would not cover those preventative care services. Now if you wanted preventative care services, you have two options. You can either add the Stay Healthy, uh, plan to that, which would be an extra 9.46 a week for the, uh... To have that coverage as well. Or you can, uh, drop your current medical plan and replace it with a plan called the MEC Enhanced Plan, which covers both the, uh, regular doctors and the like that you already have, as well as the preventative care services all in one single plan for \$23.13 a week. That's... 23. And to keep all that, it'll be what? If I drop- So- ... what I got now to get that and- If you do that- ... then how much is it by... Yeah. So currently- ... twenty- ... you're at 29.11 per week. If you drop what you currently have and replace it with the Stay Healthy Enhanced, it would be 34.85 a week. So about a, about a \$5 increase. Okay. So you gotta pay a little bit more when I like, uh, mammograms and stuff? Uh, if you go to... Uh, for preventative care services, as long as you're following the network, you actua- you actually would have no, uh, no out-of-pocket cost. It would cover it in full. Oh, okay. Then I'm probably gonna switch that. And what about eye vision? Who y'all- There's only- ... who takes over? Who takes over? Sorry. Uh, I was gonna say, there's, there's only the, there's only the one vision policy available and you're

already enrolled into that through MetLife. Oh. Okay. Okay. Um, so- All right. Just making sure. All right. So we're upgrading... Or we're changing to the Stay Healthy Enhanced. That is, again, \$34.85 per week for everything. Do you authorize MAU to make those deductions? Yes. All right. So, uh, it's gonna take about one to two weeks for this change to process. Once everything processes, you should see your deductions increase to that 34.85. The Monday following the first deduction of 34.85 is when your current medical plan will cancel and your new medical plan should go into effect. You'll receive an ID card for that new medical plan about a week or two after it goes into effect. Please be aware it's still under the same restriction Section 125 that your current medical plan is, meaning that once open enrollment ends on January 31st, you're locked into the plan until either open enrollment nec-, uh, open enrollment in December of this year or you have a qualifying life event. Something like getting married, having a child, or get- or getting an insurance plan through another company. Oh, okay. All right. Anything else? All right. That was it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye now. Bye-bye.

## Conversation Format

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

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

Speaker speaker\_2: Yes, my name is Melissa Corley , and, uh...

Speaker speaker\_1: Yes, ma'am. Hold on.

Speaker speaker\_2: And I wanna change e- and I wanna change my benefits.

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

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: Okay. And the last four of your Social to locate your file?

Speaker speaker\_2: 6356.

Speaker speaker\_1: Okay. All right, Ms. Corley, could you verify your address and your date of birth for me, please?

Speaker speaker\_2: 2251 Dot Bowers Road, Reverbance, South Carolina. Uh, 10/22/1967.

Speaker speaker\_1: Thank you. Uh, I've got a phone on file for you that looks like 768-2175. Is that still correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. One moment. All right. So our show it looks like you have medical, dental, vision, accident coverage, and short-term disability. What changes were you looking to make, ma'am?

Speaker speaker\_2: Uh, how much is, uh, the medical 'cause I wanna go up on my... Uh, I probably wanna go up 'cause I need to go to the eye doc and I sure don't want to be paying that much money to go to the eye doc. And I need to go to the toothpick.

Speaker speaker\_1: Okay. So-

Speaker speaker\_2: How much is I pay now?

Speaker speaker\_1: So currently, you're at \$29.11 per week. Uh, that's for all five of those plans.

Speaker speaker\_2: That's the highest it'll go?

Speaker speaker\_1: Uh, as far as everything except medical, yes. The only, the only, uh, kind of coverage that has other plans is medical. You can either upgrade to the Ensure Plus Enhanced, which would grant more coverage for, uh, things like hospitalizations and, uh, surgeries, but everything else is more or less the same. Or you can-

Speaker speaker\_2: Then what... And what about like, doing mammograms? I still have to pay something?

Speaker speaker\_1: So that's... Yeah, that's what's... I was just getting to that, ma'am. So, uh, the... So you can upgrade the Ensure Plus Basic to the Ensure Plus Enhanced, which really only gives more coverage again for things like surgeries and emergency r- visits or hospitalizations. Um, but both p- but the... It still would not cover those preventative care services. Now if you wanted preventative care services, you have two options. You can either add the Stay Healthy, uh, plan to that, which would be an extra 9.46 a week for the, uh... To have that coverage as well. Or you can, uh, drop your current medical plan and replace it with a plan called the MEC Enhanced Plan, which covers both the, uh, regular doctors and the like that you already have, as well as the preventative care services all in one single plan for \$23.13 a week.

Speaker speaker\_2: That's... 23. And to keep all that, it'll be what? If I drop-

Speaker speaker\_1: So-

Speaker speaker\_2: ... what I got now to get that and-

Speaker speaker\_1: If you do that-

Speaker speaker\_2: ... then how much is it by...

Speaker speaker\_1: Yeah. So currently-

Speaker speaker\_2: ... twenty-

Speaker speaker\_1: ... you're at 29.11 per week. If you drop what you currently have and replace it with the Stay Healthy Enhanced, it would be 34.85 a week. So about a, about a \$5 increase.

Speaker speaker\_2: Okay. So you gotta pay a little bit more when I like, uh, mammograms and stuff?

Speaker speaker\_1: Uh, if you go to... Uh, for preventative care services, as long as you're following the network, you actually would have no, uh, no out-of-pocket cost. It would cover it in full.

Speaker speaker\_2: Oh, okay. Then I'm probably gonna switch that. And what about eye vision? Who y'all-

Speaker speaker\_1: There's only-

Speaker speaker\_2: ... who takes over? Who takes over? Sorry.

Speaker speaker\_1: Uh, I was gonna say, there's, there's only the, there's only the one vision policy available and you're already enrolled into that through MetLife.

Speaker speaker\_2: Oh. Okay.

Speaker speaker\_1: Okay. Um, so-

Speaker speaker\_2: All right. Just making sure.

Speaker speaker\_1: All right. So we're upgrading... Or we're changing to the Stay Healthy Enhanced. That is, again, \$34.85 per week for everything. Do you authorize MAU to make those deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. So, uh, it's gonna take about one to two weeks for this change to process. Once everything processes, you should see your deductions increase to that 34.85. The Monday following the first deduction of 34.85 is when your current medical plan will cancel and your new medical plan should go into effect. You'll receive an ID card for that new medical plan about a week or two after it goes into effect. Please be aware it's still under the same restriction Section 125 that your current medical plan is, meaning that once open enrollment ends on January 31st, you're locked into the plan until either open enrollment next, uh, open enrollment in December of this year or you have a qualifying life event. Something like getting married, having a child, or get- or getting an insurance plan through another company.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: All right. That was it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye now.

Speaker speaker\_2: Bye-bye.