

Transcript: Chris Sofield

(deactivated)-6551926616932352-4754104846434304

Full Transcript

Hello. How can I help you today? . Hey. Um, my name's Tremel McCoy and I, um, got a text from Partner personnel that I can enroll with, um, for benefits. Okay. Were you looking to enroll in hea- any health insurance benefits at this time? Uh... Yes, sir. Um... yes, sir. Okay. W- uh, what's the last four of your Social so I can look at your file? 9822. Okay, one moment. And what was the last name again, sir? Last name again, sir? McCoy. M-C-K-O-Y. And you said the last four of your Social was 9822? 3822. 3822? Yes, sir. Okay. Now, Mr. McCoy, could you verify your address and your date of birth for me please? 1104 Martin Luther King Junior Boulevard, Dilley, South Carolina. Um, May 23rd, 1998. Thank you. Phone number on file of 843-7997- or sorry, 9702. Is that correct? Yes, sir. Okay. And did you have an idea of what you wanted to enroll in to, sir? Um, no, I didn't. Um, I guess health, dental. Uh, so just health and- And then that, I'm sorry. Health, dental and vision? Yes, sir. Okay. Um, so as far as health, you've got a couple of options, five actually. You've got the, uh, StayHealthy Preventative Care plan which covers things like physicals, vaccines, cancer screenings, um, services like that, and that's kind of all that plan will cover. It doesn't cover any sort of regular doctor's visits, hospital visits, or anything like that. Um, then there's the VIP plan. There's three levels of this plan; Standard, Plus and Prime. Um, these plans will cover more along the lines of those doctor's visits, hospital visits, uh, things like that. Uh, however, they do not cover the preventative care services, so like, those physicals and vaccines and the like would not be covered by that plan. Um, and then finally, there's the StayHealthy Enhanced plan which kind of does both in one. It covers both the regular s- doctor's visits as well as the preventative care s- uh, services. Um... I know on, on the message they told me that, um... I had to enroll before my, um, the times were, my time was up or something like that. Do you think I can call you back another time to, um- Yeah, one moment. ... to see if it can go. Um, yep. Y- yes, sir. Your, your deadline is going to be next Wednesday, February the 5th. Um, if you want, um, we, we can send you an information packet via email that goes over all the plans that Partners offers, kind of gives you an idea of what all is available, um, what all they'll cover and how much, uh, that will cost coming out of your check every week. Um, can you just confirm we have your email tremelmccoy37@gmail.com? Yes, sir. All right. So I'll send you this information packet so you can kind of give that a look over. And then, uh, just get in contact with us before your window closes. Again, that is next Wednesday, February the 5th. Um, as long as you get in touch before we close that day, we'll be able to get you enrolled, okay? All right. Appreciate it. No problem. Anything else? No, sir. That's all. All right. If that's everything, thank you for calling and have a wonderful day. You too. All right, goodbye now. Bye now. What are you doing?

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: How can I help you today? .

Speaker speaker_0: Hey. Um, my name's Tremel McCoy and I, um, got a text from Partner personnel that I can enroll with, um, for benefits.

Speaker speaker_1: Okay. Were you looking to enroll in hea- any health insurance benefits at this time?

Speaker speaker_0: Uh... Yes, sir. Um... yes, sir.

Speaker speaker_1: Okay. W- uh, what's the last four of your Social so I can look at your file?

Speaker speaker_0: 9822.

Speaker speaker_1: Okay, one moment. And what was the last name again, sir? Last name again, sir?

Speaker speaker_0: McCoy. M-C-K-O-Y.

Speaker speaker_1: And you said the last four of your Social was 9822?

Speaker speaker_0: 3822.

Speaker speaker_1: 3822?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Now, Mr. McCoy, could you verify your address and your date of birth for me please?

Speaker speaker_0: 1104 Martin Luther King Junior Boulevard, Dilley, South Carolina. Um, May 23rd, 1998.

Speaker speaker_1: Thank you. Phone number on file of 843-7997- or sorry, 9702. Is that correct?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. And did you have an idea of what you wanted to enroll in to, sir?

Speaker speaker_0: Um, no, I didn't. Um, I guess health, dental.

Speaker speaker_1: Uh, so just health and-

Speaker speaker_0: And then that, I'm sorry.

Speaker speaker_1: Health, dental and vision?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Um, so as far as health, you've got a couple of options, five actually. You've got the, uh, StayHealthy Preventative Care plan which covers things like physicals, vaccines, cancer screenings, um, services like that, and that's kind of all that plan will cover. It doesn't cover any sort of regular doctor's visits, hospital visits, or anything like that. Um, then there's the VIP plan. There's three levels of this plan; Standard, Plus and Prime. Um, these plans will cover more along the lines of those doctor's visits, hospital visits, uh, things like that. Uh, however, they do not cover the preventative care services, so like, those physicals and vaccines and the like would not be covered by that plan. Um, and then finally, there's the StayHealthy Enhanced plan which kind of does both in one. It covers both the regular s- doctor's visits as well as the preventative care s- uh, services.

Speaker speaker_0: Um... I know on, on the message they told me that, um... I had to enroll before my, um, the times were, my time was up or something like that. Do you think I can call you back another time to, um-

Speaker speaker_1: Yeah, one moment.

Speaker speaker_0: ... to see if it can go.

Speaker speaker_1: Um, yep. Y- yes, sir. Your, your deadline is going to be next Wednesday, February the 5th. Um, if you want, um, we, we can send you an information packet via email that goes over all the plans that Partners offers, kind of gives you an idea of what all is available, um, what all they'll cover and how much, uh, that will cost coming out of your check every week. Um, can you just confirm we have your email tremelmccoy37@gmail.com?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. So I'll send you this information packet so you can kind of give that a look over. And then, uh, just get in contact with us before your window closes. Again, that is next Wednesday, February the 5th. Um, as long as you get in touch before we close that day, we'll be able to get you enrolled, okay?

Speaker speaker_0: All right. Appreciate it.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_0: No, sir. That's all.

Speaker speaker_1: All right. If that's everything, thank you for calling and have a wonderful day.

Speaker speaker_0: You too.

Speaker speaker_1: All right, goodbye now. Bye now.

Speaker speaker_2: What are you doing?