

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, can I speak with Timothy Clifton? Uh, speaking. Hi, Mr. Clifton, my name is Chris. I'm with Benefits and a Card calling on behalf of Hamilton/Riker. How are you doing? I'm doing good. That's good to hear. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out earlier this week when you signed up to work through Hamilton/Riker. Uh, there's a slight discrepancy with it. Um, you had selected both levels of the VIP Medical Policy, and you're only allowed one level of that plan. So we were just trying to verify which level of coverage you wanted. Uh, what's the difference in the two? Um, really the biggest difference is that, uh, VIP Standard s- is 16.80 a week, and, uh, covers just kind of, like, lesser coverage for, like, surgeries and, uh... as, as well as it doesn't cover, like, ICU or rehab services. VIP Classic is 18.57 and covers more for surgeries and as well as covering those ICU and rehab services. However, as far as everything else, like standard doctor's visits or prescriptions or anything like that, they're more or less the same plan. Okay. Well, I guess the 16 one is fine. The 16 one? Okay. And then, uh, the second, the second question we had, um, you had s- uh, you had filled out dependent information for coverage, um, a spouse and a child, but you had only selected employee-only coverage. Were you the only one being covered by the plan or were you trying to cover your family? No, my son and wife take care of it. Okay, so, so it should just be employee only then? Yeah. Okay, that's all we needed to verify. Thank you for taking the time to speak with me, and you have a wonderful day. You too. All right, bye now.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon, can I speak with Timothy Clifton?

Speaker speaker\_2: Uh, speaking.

Speaker speaker\_1: Hi, Mr. Clifton, my name is Chris. I'm with Benefits and a Card calling on behalf of Hamilton/Riker. How are you doing?

Speaker speaker\_2: I'm doing good.

Speaker speaker\_1: That's good to hear. Before we continue, this call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you filled out earlier this week when you signed up to work through Hamilton/Riker.

Uh, there's a slight discrepancy with it. Um, you had selected both levels of the VIP Medical Policy, and you're only allowed one level of that plan. So we were just trying to verify which level of coverage you wanted.

Speaker speaker\_2: Uh, what's the difference in the two?

Speaker speaker\_1: Um, really the biggest difference is that, uh, VIP Standard s- is 16.80 a week, and, uh, covers just kind of, like, lesser coverage for, like, surgeries and, uh... as, as well as it doesn't cover, like, ICU or rehab services. VIP Classic is 18.57 and covers more for surgeries and as well as covering those ICU and rehab services. However, as far as everything else, like standard doctor's visits or prescriptions or anything like that, they're more or less the same plan.

Speaker speaker\_2: Okay. Well, I guess the 16 one is fine.

Speaker speaker\_1: The 16 one? Okay. And then, uh, the second, the second question we had, um, you had s- uh, you had filled out dependent information for coverage, um, a spouse and a child, but you had only selected employee-only coverage. Were you the only one being covered by the plan or were you trying to cover your family?

Speaker speaker\_2: No, my son and wife take care of it.

Speaker speaker\_1: Okay, so, so it should just be employee only then?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, that's all we needed to verify. Thank you for taking the time to speak with me, and you have a wonderful day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye now.