

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of the TRC. I'm looking to speak with Mr. Riley. Yes. This is him. Hey, good afternoon. I'm calling because we're processing an enrollment form that you filled out on March 26th of this year for healthcare benefits that they offer. You selected vision and, vision and the life plan for employee plus spouse- Mm-hmm. ... but you didn't add your spouse information. So we were calling to see if you still wanted to include her under those two plans, or if you wanted to change it to employee only? Uh, employee only 'cause I don't, I don't have a spouse. Okay. And then, um, for your term life plan, did you want to add a beneficiary already if something was to happen- Ah, yes. ... okay. What's their first and last name? Uh, Dorothy Collins. And then, you said the last name was Thomas? Uh, Tyler, T-Y-L-E-R. Okay. And then the relationship? Um, that's my mother. Okay. Okay, so I have term life, vision, and then your VIP standard plan is your plan that actually covers doctor visits if sick, urgent care, emergency room, and even some surgeries. Did you want to add any other plans or you just wanted to do the ones that you selected, which was- Oh. ... vision, term life and VIP standard? Well, I have a question. Do, um, I'ma have health insurance, right? Like, not just vision and... You know, the- Correct. Yeah, so your- Got it. ... VIP standard plan is the plan that would cover a flat fee towards your urgent care, emergency room, hospitalization if injured, doctor visits if sick. But that plan does not cover preventatives which would be like a physical, your annual check-ups, STD and cancer screening. That's not covered with your VIPs. So only- All right. ... actual like doctor visits. Okay. Um, did you want to add the preventatives or you just wanted to keep your standard plan? Um, how much is it extra? So the NEC Tellaro West is the preventative plan that does require you to stay within network. It, it's the one that covers like a physical, your annual checkups, vaccine, STD and cancer screening. That one's \$15.50. So right now you're looking at a weekly deduction of \$21.97. If you'd add the preventative, it would bump it up to \$37.47 weekly. Okay. That'll work. Okay. So you do want to add it? Yes. Okay. Um, it does require you to stay within network, but whenever you become active, they do give you the list, the numbers to contact to find the provider that takes that insurance near you. Um, so it looks like you're gonna be looking at a weekly deduction of \$37.47 for your preventative plan, vision, term life and your medical plan being the VIP standard. Do you allow the TRC to make the weekly deduction of \$37.47 for the selected plans? Yes, ma'am. Okay. Please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction, the following Monday of that deduction is when your plan becomes active. And by that first week of activation week, you should be getting your, um, cards mailed out to you. I do have to let you know that for your actual medical card, normally that card they don't mail it out to you. So if you do want a physical one, um, you do have to call in and request it once you become active. But for sure

you should be getting your vision first and your preventative card. Okay. All right. Did you have any other questions for me? Uh, that's all. All right. Well, I hope you have a great day. Thank you for your time. Thank you. I hope you do the same. Thank you. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of the TRC. I'm looking to speak with Mr. Riley.

Speaker speaker\_2: Yes. This is him.

Speaker speaker\_1: Hey, good afternoon. I'm calling because we're processing an enrollment form that you filled out on March 26th of this year for healthcare benefits that they offer. You selected vision and, vision and the life plan for employee plus spouse-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... but you didn't add your spouse information. So we were calling to see if you still wanted to include her under those two plans, or if you wanted to change it to employee only?

Speaker speaker\_2: Uh, employee only 'cause I don't, I don't have a spouse.

Speaker speaker\_1: Okay. And then, um, for your term life plan, did you want to add a beneficiary already if something was to happen-

Speaker speaker\_2: Ah, yes.

Speaker speaker\_1: ... okay. What's their first and last name?

Speaker speaker\_2: Uh, Dorothy Collins.

Speaker speaker\_1: And then, you said the last name was Thomas?

Speaker speaker\_2: Uh, Tyler, T-Y-L-E-R.

Speaker speaker\_1: Okay. And then the relationship?

Speaker speaker\_2: Um, that's my mother.

Speaker speaker\_1: Okay. Okay, so I have term life, vision, and then your VIP standard plan is your plan that actually covers doctor visits if sick, urgent care, emergency room, and even some surgeries. Did you want to add any other plans or you just wanted to do the ones that you selected, which was-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... vision, term life and VIP standard?

Speaker speaker\_2: Well, I have a question. Do, um, I'ma have health insurance, right? Like, not just vision and... You know, the-

Speaker speaker\_1: Correct. Yeah, so your-

Speaker speaker\_2: Got it.

Speaker speaker\_1: ... VIP standard plan is the plan that would cover a flat fee towards your urgent care, emergency room, hospitalization if injured, doctor visits if sick. But that plan does not cover preventatives which would be like a physical, your annual check-ups, STD and cancer screening. That's not covered with your VIPs. So only-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... actual like doctor visits.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, did you want to add the preventatives or you just wanted to keep your standard plan?

Speaker speaker\_2: Um, how much is it extra?

Speaker speaker\_1: So the NEC Tellaro West is the preventative plan that does require you to stay within network. It, it's the one that covers like a physical, your annual checkups, vaccine, STD and cancer screening. That one's \$15.50. So right now you're looking at a weekly deduction of \$21.97. If you'd add the preventative, it would bump it up to \$37.47 weekly.

Speaker speaker\_2: Okay. That'll work.

Speaker speaker\_1: Okay. So you do want to add it?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, it does require you to stay within network, but whenever you become active, they do give you the list, the numbers to contact to find the provider that takes that insurance near you. Um, so it looks like you're gonna be looking at a weekly deduction of \$37.47 for your preventative plan, vision, term life and your medical plan being the VIP standard. Do you allow the TRC to make the weekly deduction of \$37.47 for the selected plans?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction, the following Monday of that deduction is when your plan becomes active. And by that first week of activation week, you should be getting your, um, cards mailed out to you. I do have to let you know that for your actual medical card, normally that card they don't mail it out to you. So if you do want a physical one, um, you do have to call in and request it once you become active. But for sure you should be getting your vision first and your preventative card.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Did you have any other questions for me?

Speaker speaker\_2: Uh, that's all.

Speaker speaker\_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_2: Thank you. I hope you do the same.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.