

## **Transcript: Estefania**

**Acevedo-5411806544183296-5734446500724736**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits and a Card. My name is Stephanie. How can I assist you? Yes, my name is Nikki Henderson and I, um, have the Benefits and a Card of... I have that set up through my employer and, um, I just started with them last week. But I wanted to make a change as I did sign up for it. I wanted to make the change so far as, um, what I have. I wanted to remove the Stay Healthy MEC/tele- uh, tele Rx, tele prescription, um, and keep everything else that I have. Okay. Yeah. I can help you with that. Um, what are the last four of your social and who do you work for? Last four is 5991 and I'm with The Resource. Thank you. And then your first and last name? Nikki Henderson. For security purposes, can you please verify your address and your date of birth? Address is 518 Calumville Road, Apartment 209, Greensboro, North Carolina 27406. And you said my date of birth? Yes, ma'am. 11-17-1977. Okay. Thank you. Is your phone number still the 336-210-1253? Yes. And then I have your first name, ahc2@gmail.com. Is that to date? Yeah. Okay. And then you said you wanted to get rid of the MEC tel RX? Yeah. And just keep the other, um, medical... the medical, dental and vision and then all of the other stuff. Okay. Give me one second. Let me go ahead and do those changes. Well, I do have a question while you're in there doing that. So far it's like the, um, disability and, um, the other little insurances. Like the disability, the, um... I don't know if there was life insurance in there or not, but the other thing- Okay. Other than the main things, I know I signed up for those. Is there a way, a way I can take those off too or... 'Cause I real... My main thing is I wanna have medical, dental and vision. Um, and then I wanted to have, um... But if not, then that's fine, 'cause they were smaller charges, so that's fine. Um- Yeah. I can still... 'Cause I can do any changes right now actually. Um, so you- Okay. ... just have to let me know what you don't want. So I have the VIP Classic, which is your medical plan, that's \$18.55. You wanted to leave that one? Um, what's the... Is that... That was Classic. Th- the other one is Basic, right? Yes, ma'am. So the Classic covers a little bit more in dollar amount than the Basic. Oh, okay. Yeah. Let's leave, let's leave the Classic then. Yeah. Then you have Free Rx Virtual Primary Care. That's \$5.99. I don't need that. Okay. And then we-... I have dental for \$3.38. You wanna keep that, right? Yeah, I wanna keep dental. Mm-hmm. What about your short term disability? That's \$3.66. Short term disability? No, you can take that off for right now, but I know I can make changes or whatever if need be once open enrollment, I guess, comes back up again. Correct. Yes, ma'am. Okay. What about your term life? That's \$1.96. We can take that off. I have vision for \$1.99. Yes. I'm keeping the vision. Critical illness, \$2.33. You can keep that. Okay. Uh, what about group accident? That's \$1.86. Group accident, is that like if I was hurt at work or how does that... Give me one second. Let me verify, just so that I give you the right information. You said you're with The Resource RCI. Sorry because sometimes they offer different things for different A to Zs. Okay. That's all right.

Loading. All right. So group accident. So 24 hour group accident. So that's if you were, like, to get injured. So for hospital emergency room, they would cover \$250. Physician office, they would cover \$50. Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care, they would cover \$200. AD&D; employee, up to \$15,000. Spouse up to \$15,000, children up to \$7,500. If the ambulance was to get you, ground or air, they would cover \$250 and medical imaging, \$100. And it looks like for that is a do- a dollar and 86 cents. You can keep that. Okay. Then what about your behavioral health? That's only virtual though. A dollar and 38. No, you can take that out. And how about identity protection? ID Expert, that's a dollar and 80. ID protection, you can take that out. Okay. Take that off. Okay. And then you said you didn't want the MEC telereps right? I think that was the reason for your call. Right, yeah. Yes, right. Okay. So I have the VIP Classic, which is your medical plan for \$18.55 weekly, dental for \$3.38 weekly, vision for a dollar and 99 weekly, critical illness for two dollars and 33 cents weekly and then group accident for a dollar and 86 cents. That would be a new deduction of \$28.11. Do you allow me to make these changes? Yes. Okay. Um, please be advised that it does take seven to 10 days for any changes or cancellations to process so there b- m- must, there probably will be a possibility that you may experience one or two deductions with the previous selections, um, but I think you should be fine because it looks like- Okay. ... you haven't gotten a deduction, but I still do have to give you that disclaimer just in case you do see it. But it looks like \$28.11 is what your deductions are gonna look like for the new selected plan. Okay. Okay? Okay, yeah. Mm-hmm. Because I know that, uh, with this one that's coming up, I get paid tomorrow, so they'll prob- it'll be the previous one that's already in there. But the other one, uh, the next probably, maybe the next one or the, the one after that will show- Correct. ... the new- Yes, ma'am. Yeah. Okay. Mm-hmm. All right. Did you have any questions? Um, I was gonna tell you that for your V- I don't know if anybody has told you, but for your VIP Classic plan, normally they don't mail that card out. So if you do want a physical card, you're welcome to give us a call and we can request it once you become active. So once you see that they took the \$28.11 or wh- whenever you see that they took the first deduction, you're welcome to give us a call. Mm-hmm. And we'll go ahead and request it because normally they don't mail that one out to the members. We have to request them once they become active for their VIP Classic, but you should definitely be getting the... Once you become active, that first week, your dental and your vision card, 'cause those get you- Okay. ... your money from them. And I can call this number back for the- Correct. ... the, the product. Okay. Mm-hmm. And then if you have like a doctor's appointment and still don't have your cards, you're welcome to call this number and we can email them to you also. Okay. Okay, cool. All right. Did you have any other questions? I think that was it. Thank you so much. You welcome. Have a nice day. Thank you for your time. Uh-huh. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, my name is Nikki Henderson and I, um, have the Benefits and a Card of... I have that set up through my employer and, um, I just started with them last week. But I wanted to make a change as I did sign up for it. I wanted to make the change so far as, um, what I have. I wanted to remove the Stay Healthy MEC/tele- uh, tele Rx, tele prescription, um, and keep everything else that I have.

Speaker speaker\_0: Okay. Yeah. I can help you with that. Um, what are the last four of your social and who do you work for?

Speaker speaker\_1: Last four is 5991 and I'm with The Resource.

Speaker speaker\_0: Thank you. And then your first and last name?

Speaker speaker\_1: Nikki Henderson.

Speaker speaker\_0: For security purposes, can you please verify your address and your date of birth?

Speaker speaker\_1: Address is 518 Calumville Road, Apartment 209, Greensboro, North Carolina 27406. And you said my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 11-17-1977.

Speaker speaker\_0: Okay. Thank you. Is your phone number still the 336-210-1253?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have your first name, ahc2@gmail.com. Is that to date?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And then you said you wanted to get rid of the MEC tel RX?

Speaker speaker\_1: Yeah. And just keep the other, um, medical... the medical, dental and vision and then all of the other stuff.

Speaker speaker\_0: Okay. Give me one second. Let me go ahead and do those changes.

Speaker speaker\_1: Well, I do have a question while you're in there doing that. So far it's like the, um, disability and, um, the other little insurances. Like the disability, the, um... I don't know if there was life insurance in there or not, but the other thing-

Speaker speaker\_0: Okay.

Speaker speaker\_1: Other than the main things, I know I signed up for those. Is there a way, a way I can take those off too or... 'Cause I real-... My main thing is I wanna have medical, dental and vision. Um, and then I wanted to have, um... But if not, then that's fine, 'cause they were smaller charges, so that's fine. Um-

Speaker speaker\_0: Yeah. I can still... 'Cause I can do any changes right now actually. Um, so you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... just have to let me know what you don't want. So I have the VIP Classic, which is your medical plan, that's \$18.55. You wanted to leave that one?

Speaker speaker\_1: Um, what's the... Is that... That was Classic. Th- the other one is Basic, right?

Speaker speaker\_0: Yes, ma'am. So the Classic covers a little bit more in dollar amount than the Basic.

Speaker speaker\_1: Oh, okay. Yeah. Let's leave, let's leave the Classic then. Yeah.

Speaker speaker\_0: Then you have Free Rx Virtual Primary Care. That's \$5.99.

Speaker speaker\_1: I don't need that.

Speaker speaker\_0: Okay. And then we-... I have dental for \$3.38. You wanna keep that, right?

Speaker speaker\_1: Yeah, I wanna keep dental. Mm-hmm.

Speaker speaker\_0: What about your short term disability? That's \$3.66.

Speaker speaker\_1: Short term disability? No, you can take that off for right now, but I know I can make changes or whatever if need be once open enrollment, I guess, comes back up again.

Speaker speaker\_0: Correct. Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What about your term life? That's \$1.96.

Speaker speaker\_1: We can take that off.

Speaker speaker\_0: I have vision for \$1.99.

Speaker speaker\_1: Yes. I'm keeping the vision.

Speaker speaker\_0: Critical illness, \$2.33.

Speaker speaker\_1: You can keep that.

Speaker speaker\_0: Okay. Uh, what about group accident? That's \$1.86.

Speaker speaker\_1: Group accident, is that like if I was hurt at work or how does that...

Speaker speaker\_0: Give me one second. Let me verify, just so that I give you the right information. You said you're with The Resource RCI. Sorry because sometimes they offer different things for different A to Zs.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's all right.

Speaker speaker\_0: Loading. All right. So group accident. So 24 hour group accident. So that's if you were, like, to get injured. So for hospital emergency room, they would cover \$250. Physician office, they would cover \$50. Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care, they would cover \$200. AD&D; employee, up to \$15,000. Spouse up to \$15,000, children up to \$7,500. If the ambulance was to get you, ground or air, they would cover \$250 and medical imaging, \$100. And it looks like for that is a do- a dollar and 86 cents.

Speaker speaker\_1: You can keep that.

Speaker speaker\_0: Okay. Then what about your behavioral health? That's only virtual though. A dollar and 38.

Speaker speaker\_1: No, you can take that out.

Speaker speaker\_0: And how about identity protection? ID Expert, that's a dollar and 80.

Speaker speaker\_1: ID protection, you can take that out.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Take that off.

Speaker speaker\_0: Okay. And then you said you didn't want the MEC telereps right? I think that was the reason for your call.

Speaker speaker\_1: Right, yeah. Yes, right.

Speaker speaker\_0: Okay. So I have the VIP Classic, which is your medical plan for \$18.55 weekly, dental for \$3.38 weekly, vision for a dollar and 99 weekly, critical illness for two dollars and 33 cents weekly and then group accident for a dollar and 86 cents. That would be a new deduction of \$28.11. Do you allow me to make these changes?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, please be advised that it does take seven to 10 days for any changes or cancellations to process so there b- m- must, there probably will be a possibility that you may experience one or two deductions with the previous selections, um, but I think you should be fine because it looks like-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you haven't gotten a deduction, but I still do have to give you that disclaimer just in case you do see it. But it looks like \$28.11 is what your deductions are gonna look like for the new selected plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay, yeah.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Because I know that, uh, with this one that's coming up, I get paid tomorrow, so they'll prob- it'll be the previous one that's already in there. But the other one, uh, the next probably, maybe the next one or the, the one after that will show-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... the new-

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Yeah. Okay.

Speaker speaker\_0: Mm-hmm. All right. Did you have any questions? Um, I was gonna tell you that for your V- I don't know if anybody has told you, but for your VIP Classic plan, normally they don't mail that card out. So if you do want a physical card, you're welcome to give us a call and we can request it once you become active. So once you see that they took the \$28.11 or wh- whenever you see that they took the first deduction, you're welcome to give us a call.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And we'll go ahead and request it because normally they don't mail that one out to the members. We have to request them once they become active for their VIP Classic, but you should definitely be getting the... Once you become active, that first week, your dental and your vision card, 'cause those get you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your money from them.

Speaker speaker\_1: And I can call this number back for the-

Speaker speaker\_0: Correct.

Speaker speaker\_1: ... the, the product. Okay.

Speaker speaker\_0: Mm-hmm. And then if you have like a doctor's appointment and still don't have your cards, you're welcome to call this number and we can email them to you also.

Speaker speaker\_1: Okay. Okay, cool.

Speaker speaker\_0: All right. Did you have any other questions?

Speaker speaker\_1: I think that was it. Thank you so much.

Speaker speaker\_0: You welcome. Have a nice day. Thank you for your time.

Speaker speaker\_1: Uh-huh. Bye-bye.