

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. I'm Stephanie, how can I assist you? Oh, yeah, um, I'm, I'm Salvador Ortega ... Coyte? How can I help you? Oh, yeah, I'd like to, uh, to get the benefits. Okay, yeah, I can help you with that. What staffing agency do you work for? Um, MIBA, in Columbus. Um, is that the staffing agency that you applied with? Yes. Yes. What was that name again? MI- uh, MIBA. M- M-I- M-I-B-A. Okay, I can... So, we don't have a agency with that name. Um, are you sure that's the name? Sometimes they go by different names. Oh. Oh, my name? It would have to be the staffing agency. No, the staffing agency's name that you applied with. Um, we don't have a, a name that you just mentioned. A NIMA? We don't have that one. Does it go by a different name? It's M-I... No. Yeah, we don't have... With the ones that start with the M we have ManCan Staffing, MAU and Mega4 Staffing and ManPower. Oh. So, I would need the right- Oh. ... um, I would need the right name of the agency because we do administrate different ones. So I would need the right name. Oh, yeah? Yes, sir. I would need the correct name. Oh. Well, they told, they said, they just told me to, to call them but I, I didn't know you need all them in-f- information. Yeah. We do because we administrate different agencies around the nation. So I need the right agency's name. So, um, I don't know if you want to give them a call and ask what's the name of the staffing? 'Cause I need the right name. The name of staffing? Yeah. I don't- So we're the healthcare administer- Yeah. We're the healthcare administrators for staffing agencies. Hmm. Oh. So it's part of the... The benefits are part of the staffing that you work for. Okay. Um, but I need the right name of the agency. Who work there on staffing? Yes. I need the name of your staffing agency. Oh, it's Tanya Gomez. No. The name, like, of your staffing agency. Of the agency. Uh, the company? Where I work at? Yes. Yeah, it's MIBA, MIBA. M-I-B-A. So, we don't have a agency with that name though. That's what I'm saying, like does it go by a different name maybe? Hold on, let me check. Yeah, MIBA Interstation Bailey, Bailey US LLC. No. That's not a name. Um, did, have they sent you a message by any chance? Sometimes they send you reminders to enroll. It might be on that message. Oh. Oh, okay, let me see. Let me see. I still have that. Let me see if I still have it or not. Okay. Hmm. Oh. Yeah, 'cause sometimes they send you, like, reminders for your phone, um, letting you know that you're eligible to enroll, um, but I do need the right name of the agency due to the fact that we work with different ones. So I do need the right name. I have a, um, a totally don't say no name on it. What does it say? It says, uh, open, uh, enrollment of gonna seek uh staffing health benefit is almost here. So ... What does it say? ... you can get it. 'Cause it might have said the name. What was the name that you just said? Associated Staffing Health Benefits. Um, can you spell that for me 'cause that sounds like one of the agencies. It's, um, it's A-S-S-O-C-I-A-T-E-D Staffing. Okay, can you hold on a second? You said A-S- S. Two S. S- S-O-C-I-A-T- T-E-D? Yeah.

Staffing. Associated Staffing? Yes. Okay, so that's the name of your staffing agency. That's the name that I was reading. Oh. Oh, okay. Oh. Well, they just told me that. Okay, so... Okay, so you want to enroll into Healthcare Benefits? Yeah. 'Cause that's a staffing agency? Okay. Yeah. All right. And then what are the last four of your social? It's, uh, 0583. Okay, thank you. Is this Salvador? Yes, ma'am. It's me. Okay. For security purposes, could you please verify your address as well as your date of birth?... is, um, 30-30-16 19th Street, Columbus, Nebraska. Um, 68601. Uh, my birthday is July 23, 1990. Just a second. I think your address is, um, it's different than the one I have. Um, could you repeat that address again? Oh, uh, what address is that? Uh, do you know? So, I'm not allowed to tell you because these are security questions that we have to ask. Um, can you repeat that- I just- ... address that you just gave me though? It's, um, 30-30-16 19th Street- Uh-huh. ... Columbus. Uh-huh. What's the rest? Columbus? Nebraska. Uh-huh. Columbus. What else? Nebr- Nebraska. And then the ZIP code? It's, um, 68601. Okay, thank you. Okay, that... So that one's right. Um. Uh-huh. And then is your phone number still the 402-606-6603? Yeah, 6603, yes. And then I have salvadorcoyt, C-O-Y-T, 1990@Yahoo.com. Is that correct? Yes. Okay, sir. And then did you know what you wanted to enroll into already or did you want me- Uh. ... to go over the plans? Well, what... I want the- the- I want the- the Vision. I want the Vision and the... Okay. Uh, uh, what else? What's the best one to... I don't know which- So. ... one's the best one? So if you want, I can go over the plans with you. Would you like me to go over the plans? Oh, yes, please. Okay. So they offer different plans depending on how many you pick and depending on which plans you select depends on how much the weekly deductions are for these plans from your paycheck. So they offer different plans. The first plan that I'm gonna go over is called the Stay Healthy MEC Tele-RX. So this plan will cover your preventative visits. So in other words, it will cover one physical visit a year, some vaccines, some cancer screenings, some STD screenings and even some counseling. However, this plan is only for preventative services so it's not gonna cover your doctor visits if you get sick, your hospital visits if you get injured, urgent care, emergency room, nor surgeries. So this plan is called your Stay Healthy MEC Tele-RX. This plan requires you to stay within the network to be covered at 100%. It offers prescription benefits through Aleaf Pharma and it offers a membership with Free RF, which gives you access to over 800 of the top 90% generic drugs prescribed in the US and you'll get cheaper medications. This plan also includes virtual urgent care which gives you medical assistance virtually with medical providers. But like I said earlier, the plan that's called Stay Healthy MEC Tele-RX is really just, like for your annuals, um, for some vaccinations, for some STD and cancer screenings, but it's not gonna cover your actual doctor visits if you were to get sick. If you were to select your Stay Healthy plan, that would be a weekly deduction from your paycheck of \$18.42 for the employee plan. They also, um, offer another plan that's called the VIP Choice. So with your VIP- Um. ... Choice, this is your plan that will cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency rooms and surgeries. So your VIP Choice is the one that would cover your actual doctor visits if you were to get sick. However, it's not gonna cover what your Stay Healthy plan covers. So it's not gonna cover, like a one-year, a physical visit because it's a hospital and E.P. plan. So it doesn't cover your preventative services, but it does offer prescription benefits as well just like the preventative, but with Pharmaville which you can pay up to \$10, \$20, \$30 for your generic medications. And for the non-generic, they offer a type of discount. With the VIP Choice, you're not required to stay within the network. You can go in the network or out of

the network to receive coverage. This plan also does include the Lyric Urgent Care which offers medical assistance virtually with medical providers and your VIP Choice will pay a flat fee towards whatever service that you go for. So for hospital admission benefit, they would cover \$500 per day for a max of one day. Hospital confinement, they would cover \$50 per day for a max of five days. Surgery and hospital, they would cover \$500 per day for a max of one day. Surgery on physician, they would cover \$250 per day for a max of one day. Emergency room, they would cover \$50 per day for a max of one day. Urgent care specialties, they would cover \$75 per day for a max of one day. So if you were to select the VIP Choice for employee, that would be a weekly deduction of \$15.73 weekly. And they offer your additional benefit options so it looks like they only offer two which is Vision for employees, that would be a weekly deduction of \$1.99 from your paycheck. That Vision plan covers, has copays in area. So the copay for an eye exam is then \$10. Copay for lenses and frames is then \$25. Your frame allowance is of \$130. And like I said, if you were to let the employee plan for vision, that would be a \$1.99 from your paycheck. They also offer behavioral health, and for behavioral health, for employee that would be \$1.41. So it looks like they only offer four plans: the vision, behavioral health, your preventative plan which is the one that would mainly cover like one physical visit a year, some vaccinations, some STD and cancer screenings, and then your VIP Choice being the fourth plan, which is the one that actually covers your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and some surgeries. Oh, okay. Oh- Did you want me to send, um, the guide to you by any chance? What I'm reviewing? Would you like me to send it to your email? Well, yes please. Do you mind? Yeah. Can, um, can I choose, uh, the V- uh, VIP Choice? Yeah, you can. Do you wanna go ahead and enroll? Yeah. Go, yeah. Mm-hmm..... Okay. Did you wanna do the VIP Choice for employee only? No, let me do, let me do family. Okay. I have a family. Yeah. Gotcha. So the VIP Choice plan for employee and family, that's a weekly deduction of \$40.37, okay? Okay. And then did you wanna do another one? That will leave you with vision, your preventative plan, that's the Stay Healthy, and then behavioral health. Yeah, let me do that too. Which one? The vision and, um... Let me do the family too. The vision, family? Mm-hmm. Okay. And the benefit to stay healthy. Okay. Okay, so I have the VIP Choice for employee and family, that would be \$40.37 from paycheck, vision for \$7.05 for employee and family, and then the Stay Healthy for \$28.35. That's a weekly deduction from your paycheck of \$75.77. Do you allow Associated Staffing Inc. to make the weekly deductions of \$75.77 from your paycheck? Yeah, that's good. Okay. Um, I do wanna advise to you that your coverage has a effective date of January the 5th, okay? Um, so you'll be, you should be seeing one or two, you should be experienced a deduction maybe one or two weeks prior to that effective date. Okay. Sounds good. And then I'm ready for your, for your family's information. Well- All right. C- can I get, um, your wife's first and last name please? Mm-hmm. Oh my gosh. Um, mm... I don't kn- I don't know it. Oh my goodness. Okay. Um, you're always welcome to call us back to give us that information, um, but for me to like choose the family plan, I do need the dependent's first and last name, um- Oh, yeah. I know. ... your information. Yeah. I know. So if you want, if you want, for now, we can change it to employee only, if you don't have that information, and then you can call us back and change your coverage level with your dependent for the family plan. But for me to make those changes, I would have to already, um, like apply the dependent's information. If not, it's gonna change to employee only. Can I ask when, when's a good time to call you back? Um, well,

we're open from 8:00 AM until 8:00 PM Eastern Time. You're in Nebraska. Let me see what's the time difference. Well, now is 4:00, 4:30 right now. Oh, it's, OH, we're just an hour ahead of you. It's 5:30 where we live and we close at 8:00, so... Oh, 8:00? So you would have to call us before 7:00 where you live. Before 7:00? Mm-hmm. Can I, can I call... Will y- y'all be open tomorrow? No, we're open, um, tomorrow... I'm sorry. We're closed tomorrow, the 24th, and the 25th. We're back on Thursday. All right. Can m- can I call back Th- by Thursday then? Yeah, that's fine. Do you want me to go ahead and change your plans from family to employee for now? Yes. Uh-huh. Okay. So since I did those changes right now and did, um, all your plans from family to employee only, your new total is \$36.14 for those selected plans. And then remember to call us back so that you can add your family into those plans. It looks like your last day to enroll or make any changes would be on the 31st of January. So you have a lot of time, but I would, um, write somewhere down to call us back on Thursday just so that you don't forget. Okay. Okay? Yeah. I will. Yeah. Okay. And then, um, well, I went ahead and enrolled you into vision, VIP Choice and ME/C tele-RF for employee only, okay? It looks like effective date stays the same, January 5th. So you should be experienced that deduction one or two weeks prior to that effective date. Just remember to give us a call back if you do wanna add your family into those plans. And then once you have active coverage for that week, you should be getting your three cards, I'm sorry, your two cards, your vision and your Stay Healthy card that first week of your activation week, either that Thursday or Friday. And if you do want a physical VIP Choice card, um, once you're active, you're welcome to give us a call and we can request it. But you would have to be active for us to request it. Okay? Okay. All right. Well, thank you for your time. I hope you have a great holidays. You too. Thank you. Thank you. Um... 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 in a Car. I'm Stephanie, how can I assist you?

Speaker speaker_2: Oh, yeah, um, I'm, I'm Salvador Ortega ... Coyte?

Speaker speaker_1: How can I help you?

Speaker speaker_2: Oh, yeah, I'd like to, uh, to get the benefits.

Speaker speaker_1: Okay, yeah, I can help you with that. What staffing agency do you work for?

Speaker speaker_2: Um, MIBA, in Columbus.

Speaker speaker_1: Um, is that the staffing agency that you applied with?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: What was that name again?

Speaker speaker_2: MI- uh, MIBA. M- M-I- M-I-B-A.

Speaker speaker_1: Okay, I can... So, we don't have a agency with that name. Um, are you sure that's the name? Sometimes they go by different names.

Speaker speaker_2: Oh. Oh, my name?

Speaker speaker_1: It would have to be the staffing agency. No, the staffing agency's name that you applied with. Um, we don't have a, a name that you just mentioned. A NIMA? We don't have that one. Does it go by a different name?

Speaker speaker_2: It's M-I... No.

Speaker speaker_1: Yeah, we don't have... With the ones that start with the M we have ManCan Staffing, MAU and Mega4 Staffing and ManPower.

Speaker speaker_2: Oh.

Speaker speaker_1: So, I would need the right-

Speaker speaker_2: Oh.

Speaker speaker_1: ... um, I would need the right name of the agency because we do administrate different ones. So I would need the right name.

Speaker speaker_2: Oh, yeah?

Speaker speaker_1: Yes, sir. I would need the correct name.

Speaker speaker_2: Oh. Well, they told, they said, they just told me to, to call them but I, I didn't know you need all them in-f- information.

Speaker speaker_1: Yeah. We do because we administrate different agencies around the nation. So I need the right agency's name. So, um, I don't know if you want to give them a call and ask what's the name of the staffing? 'Cause I need the right name.

Speaker speaker_2: The name of staffing?

Speaker speaker_1: Yeah.

Speaker speaker_2: I don't-

Speaker speaker_1: So we're the healthcare administer- Yeah. We're the healthcare administrators for staffing agencies.

Speaker speaker_2: Hmm. Oh.

Speaker speaker_1: So it's part of the... The benefits are part of the staffing that you work for.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I need the right name of the agency.

Speaker speaker_2: Who work there on staffing?

Speaker speaker_1: Yes. I need the name of your staffing agency.

Speaker speaker_2: Oh, it's Tanya Gomez.

Speaker speaker_1: No. The name, like, of your staffing agency. Of the agency.

Speaker speaker_2: Uh, the company? Where I work at?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, it's MIBA, MIBA. M-I-B-A.

Speaker speaker_1: So, we don't have a agency with that name though. That's what I'm saying, like does it go by a different name maybe?

Speaker speaker_2: Hold on, let me check. Yeah, MIBA Interstation Bailey, Bailey US LLC.

Speaker speaker_1: No. That's not a name. Um, did, have they sent you a message by any chance? Sometimes they send you reminders to enroll. It might be on that message.

Speaker speaker_2: Oh. Oh, okay, let me see. Let me see. I still have that. Let me see if I still have it or not.

Speaker speaker_1: Okay.

Speaker speaker_2: Hmm. Oh.

Speaker speaker_1: Yeah, 'cause sometimes they send you, like, reminders for your phone, um, letting you know that you're eligible to enroll, um, but I do need the right name of the agency due to the fact that we work with different ones. So I do need the right name.

Speaker speaker_2: I have a, um, a totally don't say no name on it.

Speaker speaker_1: What does it say?

Speaker speaker_2: It says, uh, open, uh, enrollment of gonna seek uh staffing health benefit is almost here. So ...

Speaker speaker_1: What does it say?

Speaker speaker_2: ... you can get it.

Speaker speaker_1: 'Cause it might have said the name. What was the name that you just said?

Speaker speaker_2: Associated Staffing Health Benefits.

Speaker speaker_1: Um, can you spell that for me 'cause that sounds like one of the agencies.

Speaker speaker_2: It's, um, it's A-S-S-O-C-I-A-T-E-D Staffing.

Speaker speaker_1: Okay, can you hold on a second? You said A-S-

Speaker speaker_2: S. Two S.

Speaker speaker_1: S-

Speaker speaker_2: S-O-C-I-A-T-

Speaker speaker_1: T-E-D?

Speaker speaker_2: Yeah. Staffing.

Speaker speaker_1: Associated Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so that's the name of your staffing agency. That's the name that I was reading.

Speaker speaker_2: Oh. Oh, okay. Oh. Well, they just told me that.

Speaker speaker_1: Okay, so... Okay, so you want to enroll into Healthcare Benefits?

Speaker speaker_2: Yeah.

Speaker speaker_1: 'Cause that's a staffing agency? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. And then what are the last four of your social?

Speaker speaker_2: It's, uh, 0583.

Speaker speaker_1: Okay, thank you. Is this Salvador?

Speaker speaker_2: Yes, ma'am. It's me.

Speaker speaker_1: Okay. For security purposes, could you please verify your address as well as your date of birth?

Speaker speaker_3: ... is, um, 30-30-16 19th Street, Columbus, Nebraska. Um, 68601. Uh, my birthday is July 23, 1990.

Speaker speaker_1: Just a second. I think your address is, um, it's different than the one I have. Um, could you repeat that address again?

Speaker speaker_3: Oh, uh, what address is that? Uh, do you know?

Speaker speaker_1: So, I'm not allowed to tell you because these are security questions that we have to ask. Um, can you repeat that-

Speaker speaker_3: I just-

Speaker speaker_1: ... address that you just gave me though?

Speaker speaker_3: It's, um, 30-30-16 19th Street-

Speaker speaker_1: Uh-huh.

Speaker speaker_3: ... Columbus.

Speaker speaker_1: Uh-huh. What's the rest? Columbus?

Speaker speaker_3: Nebraska.

Speaker speaker_1: Uh-huh.

Speaker speaker_3: Columbus.

Speaker speaker_1: What else?

Speaker speaker_3: Nebr- Nebraska.

Speaker speaker_1: And then the ZIP code?

Speaker speaker_3: It's, um, 68601.

Speaker speaker_1: Okay, thank you. Okay, that... So that one's right. Um.

Speaker speaker_3: Uh-huh.

Speaker speaker_1: And then is your phone number still the 402-606-6603?

Speaker speaker_3: Yeah, 6603, yes.

Speaker speaker_1: And then I have salvadorcoyt, C-O-Y-T, 1990@Yahoo.com. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, sir. And then did you know what you wanted to enroll into already or did you want me-

Speaker speaker_3: Uh.

Speaker speaker_1: ... to go over the plans?

Speaker speaker_3: Well, what... I want the- the- I want the- the Vision. I want the Vision and the...

Speaker speaker_1: Okay.

Speaker speaker_3: Uh, uh, what else? What's the best one to... I don't know which-

Speaker speaker_1: So.

Speaker speaker_3: ... one's the best one?

Speaker speaker_1: So if you want, I can go over the plans with you. Would you like me to go over the plans?

Speaker speaker_3: Oh, yes, please.

Speaker speaker_1: Okay. So they offer different plans depending on how many you pick and depending on which plans you select depends on how much the weekly deductions are for these plans from your paycheck. So they offer different plans. The first plan that I'm gonna go

over is called the Stay Healthy MEC Tele-RX. So this plan will cover your preventative visits. So in other words, it will cover one physical visit a year, some vaccines, some cancer screenings, some STD screenings and even some counseling. However, this plan is only for preventative services so it's not gonna cover your doctor visits if you get sick, your hospital visits if you get injured, urgent care, emergency room, nor surgeries. So this plan is called your Stay Healthy MEC Tele-RX. This plan requires you to stay within the network to be covered at 100%. It offers prescription benefits through Aleaf Pharma and it offers a membership with Free RF, which gives you access to over 800 of the top 90% generic drugs prescribed in the US and you'll get cheaper medications. This plan also includes virtual urgent care which gives you medical assistance virtually with medical providers. But like I said earlier, the plan that's called Stay Healthy MEC Tele-RX is really just, like for your annuals, um, for some vaccinations, for some STD and cancer screenings, but it's not gonna cover your actual doctor visits if you were to get sick. If you were to select your Stay Healthy plan, that would be a weekly deduction from your paycheck of \$18.42 for the employee plan. They also, um, offer another plan that's called the VIP Choice. So with your VIP-

Speaker speaker_3: Um.

Speaker speaker_1: ... Choice, this is your plan that will cover your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency rooms and surgeries. So your VIP Choice is the one that would cover your actual doctor visits if you were to get sick. However, it's not gonna cover what your Stay Healthy plan covers. So it's not gonna cover, like a one-year, a physical visit because it's a hospital and E.P. plan. So it doesn't cover your preventative services, but it does offer prescription benefits as well just like the preventative, but with Pharmaville which you can pay up to \$10, \$20, \$30 for your generic medications. And for the non-generic, they offer a type of discount. With the VIP Choice, you're not required to stay within the network. You can go in the network or out of the network to receive coverage. This plan also does include the Lyric Urgent Care which offers medical assistance virtually with medical providers and your VIP Choice will pay a flat fee towards whatever service that you go for. So for hospital admission benefit, they would cover \$500 per day for a max of one day. Hospital confinement, they would cover \$50 per day for a max of five days. Surgery and hospital, they would cover \$500 per day for a max of one day. Surgery on physician, they would cover \$250 per day for a max of one day. Emergency room, they would cover \$50 per day for a max of one day. Urgent care specialties, they would cover \$75 per day for a max of one day. So if you were to select the VIP Choice for employee, that would be a weekly deduction of \$15.73 weekly. And they offer your additional benefit options so it looks like they only offer two which is Vision for employees, that would be a weekly deduction of \$1.99 from your paycheck. That Vision pl-... vision plan covers, has copays in area. So the copay for an eye exam is then \$10. Copay for lenses and frames is then \$25. Your frame allowance is of \$130. And like I said, if you were to let the employee plan for vision, that would be a \$1.99 from your paycheck. They also offer behavioral health, and for behavioral health, for employee that would be \$1.41. So it looks like they only offer four plans: the vision, behavioral health, your preventative plan which is the one that would mainly cover like one physical visit a year, some vaccinations, some STD and cancer screenings, and then your VIP Choice being the fourth plan, which is the one that actually covers your doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room and some surgeries.

Speaker speaker_2: Oh, okay. Oh-

Speaker speaker_1: Did you want me to send, um, the guide to you by any chance? What I'm reviewing? Would you like me to send it to your email?

Speaker speaker_2: Well, yes please. Do you mind? Yeah. Can, um, can I choose, uh, the V-uh, VIP Choice?

Speaker speaker_1: Yeah, you can. Do you wanna go ahead and enroll?

Speaker speaker_2: Yeah. Go, yeah. Mm-hmm.....

Speaker speaker_1: Okay. Did you wanna do the VIP Choice for employee only?

Speaker speaker_2: No, let me do, let me do family.

Speaker speaker_1: Okay.

Speaker speaker_2: I have a family. Yeah.

Speaker speaker_1: Gotcha. So the VIP Choice plan for employee and family, that's a weekly deduction of \$40.37, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And then did you wanna do another one? That will leave you with vision, your preventative plan, that's the Stay Healthy, and then behavioral health.

Speaker speaker_2: Yeah, let me do that too.

Speaker speaker_1: Which one?

Speaker speaker_2: The vision and, um... Let me do the family too. The vision, family?

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: And the benefit to stay healthy.

Speaker speaker_1: Okay. Okay, so I have the VIP Choice for employee and family, that would be \$40.37 from paycheck, vision for \$7.05 for employee and family, and then the Stay Healthy for \$28.35. That's a weekly deduction from your paycheck of \$75.77. Do you allow Associated Staffing Inc. to make the weekly deductions of \$75.77 from your paycheck?

Speaker speaker_2: Yeah, that's good.

Speaker speaker_1: Okay. Um, I do wanna advise to you that your coverage has a effective date of January the 5th, okay? Um, so you'll be, you should be seeing one or two, you should be experienced a deduction maybe one or two weeks prior to that effective date.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: And then I'm ready for your, for your family's information.

Speaker speaker_2: Well-

Speaker speaker_1: All right. C- can I get, um, your wife's first and last name please?

Speaker speaker_4: Mm-hmm.

Speaker speaker_2: Oh my gosh. Um, mm... I don't kn- I don't know it. Oh my goodness.

Speaker speaker_1: Okay. Um, you're always welcome to call us back to give us that information, um, but for me to like choose the family plan, I do need the dependent's first and last name, um-

Speaker speaker_2: Oh, yeah. I know.

Speaker speaker_1: ... your information.

Speaker speaker_2: Yeah. I know.

Speaker speaker_1: So if you want, if you want, for now, we can change it to employee only, if you don't have that information, and then you can call us back and change your coverage level with your dependent for the family plan. But for me to make those changes, I would have to already, um, like apply the dependent's information. If not, it's gonna change to employee only.

Speaker speaker_2: Can I ask when, when's a good time to call you back?

Speaker speaker_1: Um, well, we're open from 8:00 AM until 8:00 PM Eastern Time. You're in Nebraska. Let me see what's the time difference.

Speaker speaker_2: Well, now is 4:00, 4:30 right now.

Speaker speaker_1: Oh, it's, OH, we're just an hour ahead of you. It's 5:30 where we live and we close at 8:00, so...

Speaker speaker_2: Oh, 8:00?

Speaker speaker_1: So you would have to call us before 7:00 where you live.

Speaker speaker_2: Before 7:00?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Can I, can I call... Will y- y'all be open tomorrow?

Speaker speaker_1: No, we're open, um, tomorrow... I'm sorry. We're closed tomorrow, the 24th, and the 25th. We're back on Thursday.

Speaker speaker_2: All right. Can m- can I call back Th- by Thursday then?

Speaker speaker_1: Yeah, that's fine. Do you want me to go ahead and change your plans from family to employee for now?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: Okay. So since I did those changes right now and did, um, all your plans from family to employee only, your new total is \$36.14 for those selected plans. And then

remember to call us back so that you can add your family into those plans. It looks like your last day to enroll or make any changes would be on the 31st of January. So you have a lot of time, but I would, um, write somewhere down to call us back on Thursday just so that you don't forget.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: Yeah. I will. Yeah.

Speaker speaker_1: Okay. And then, um, well, I went ahead and enrolled you into vision, VIP Choice and ME/C tele-RF for employee only, okay? It looks like effective date stays the same, January 5th. So you should be experienced that deduction one or two weeks prior to that effective date. Just remember to give us a call back if you do wanna add your family into those plans. And then once you have active coverage for that week, you should be getting your three cards, I'm sorry, your two cards, your vision and your Stay Healthy card that first week of your activation week, either that Thursday or Friday. And if you do want a physical VIP Choice card, um, once you're active, you're welcome to give us a call and we can request it. But you would have to be active for us to request it. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, thank you for your time. I hope you have a great holidays.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Um...

Speaker speaker_2: Bye.