

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, yeah, my name's Raoul Jaso, and I'm asking this information ... to serve return policy insurance through you guys. Um, I was calling to confirm I will. Okay, yeah, that's fine. What staff and agency do you work for? Serge. And then what are the last four of your Social? 6573. And your first and last name, please? Raoul Jaso. Okay, thank you. Is it J-A-S-O? Mm-hmm. And then could you please verify your address and your date of birth for me? Yeah, 709 Hampton Street, North Ohio, 43619. January 30th, 1989. Is 989-630-7577 your phone number? Mm-hmm. And then I have your first name, last name, 13@gmail.com. Is that up to date? Yep. All right, so I'm looking through your thing. Let me see if you have coverage. Were you trying to enroll into the benefits? Yes. Yep. Okay. You do have a pending enrollment, but it looks like it hasn't even started- Oh, all right. ... um, for the M- for the MEC Tele-RS. Um, so if you want- Okay. ... I can go ahead and start going over the plans with you, and I don't know if you want me to go ahead and send you the benefit guide to your email on file. That would be a good- I already have it. Oh, you already have it? Mm-hmm. Okay. Um, what were you trying to enroll into? Did you know already? Yeah, just the base, or like the middle one. Not the, the most expensive one, or the basic one, but the middle one. And just for myself. Okay. So, uh, let me see. They offer three different ones. Um, the basic one would be the MEC Tele-RS. That's the one that only covers like home physical visits, some vaccines, some STDs, as well as- No, 'cause I'm doing... Well, I'm doing the one that you can go see a therapist with. I'm sorry? I'm gonna need the one where you can go see like a therapist with. Okay. Yeah. Um, would that be one of the VIPs? 'Cause there's the VIP Standard and then the VIP Classic. Yeah. Those are, those are the ones that will cover like your actual doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, um, and even some surgeries. But they don't cover your preventative services, which would be like your annuals and like some vaccines and cancer and STDs and things like that. What about, what about like therapist? Therapy. Will it cover that? So, for speech, special or occupational therapy faculty- Mm-hmm. ... if you select the Standard, that would cover \$30 per day for a max of four days, as well as the Classics. What's... Okay, so is that the highest one? Uh, if... They both of them cover the same amount. Okay. The one that would cover a little bit more, depending on what service you go for, would be the Classic. Wow. And that one does cover intensive care unit, rehabilitation- Okay. ... and preventive surgery. All right, I'm gonna make a note of that. Um, for the VIP Classic... Oh, I'm sorry? No, you're fine. Were you asking me how much the weekly deduction would be? Yeah. Uh, that would be \$19.53 weekly. All right, cool. Let's do it. Okay. Did you wanna go ahead and, um, cancel the pending coverage for the MEC- Yeah. ... Tele-RS? Okay. Yeah. Okay. And then do you want me to go ahead and opt you out from the auto enrollment for that particular plan? 'Cause that's the only plan, the

preventative one, that they do auto enroll their members. Yeah, let's go ahead. So if you want me to go ahead and do that, okay. All right. Okay, and then you want the VIP Classic for employee. Did you wanna choose any other plan? They also offer dental, short-term disability, term life. I need the dental. Not for now? No, dental. Dental? Okay. And then that would be \$4.17 monthly. How much? \$4.17 weekly. That is fine. Um, for a preventative visit, 100% is covered. Something basic, like for a cleaning of the teeth, that would be covered at 80%. Basic restorative, so if they gotta fill in a cavity, that's covered at 80%. X-rays are also covered at 80%, and your annual maximum would be 700, five... 700, 500. Uh, and then for the dental, you do have to give a one-time deductible of \$50 for that dental plan. Okay. Okay? And then they also do offer short-term disability. No, that's fine. Uh, vision. No, that's okay. Term life. No, that's okay. Yeah. So will that be taken out this week, then? Um, so it typically takes one or two weeks for them to start doing that first deduction. Once you see the first deduction of the \$23.70 come out of your paycheck, the following Monday of that first deduction is when your dental plan and then your VIP Classic plan become effective. And by that- All right. ... first week, reactivation week, either that Thursday or Friday, you should be getting your dental card. And I was gonna let you know, for your VIP Classic, they normally don't send those cards out. So if you do want a physical card, once you become active, that following Monday, you're welcome to give us a call and we can put in a request for the carrier to send you one. All right, thank you. You're welcome. And then, um, did you have any other questions? Nope, that's it. Okay, so you have been enrolled into dental and then the VIP Classic. Now you just gotta wait for them to start taking that deduction. All right, thank you. Have a good day. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, yeah, my name's Raoul Jaso, and I'm asking this information ... to serve return policy insurance through you guys. Um, I was calling to confirm I will.

Speaker speaker_0: Okay, yeah, that's fine. What staff and agency do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: 6573.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Raoul Jaso.

Speaker speaker_0: Okay, thank you. Is it J-A-S-O?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then could you please verify your address and your date of birth for me?

Speaker speaker_1: Yeah, 709 Hampton Street, North Ohio, 43619. January 30th, 1989.

Speaker speaker_0: Is 989-630-7577 your phone number?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then I have your first name, last name, 13@gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: All right, so I'm looking through your thing. Let me see if you have coverage. Were you trying to enroll into the benefits?

Speaker speaker_1: Yes. Yep.

Speaker speaker_0: Okay. You do have a pending enrollment, but it looks like it hasn't even started-

Speaker speaker_1: Oh, all right.

Speaker speaker_0: ... um, for the M- for the MEC Tele-RS. Um, so if you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go ahead and start going over the plans with you, and I don't know if you want me to go ahead and send you the benefit guide to your email on file. That would be a good-

Speaker speaker_1: I already have it.

Speaker speaker_0: Oh, you already have it?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, what were you trying to enroll into? Did you know already?

Speaker speaker_1: Yeah, just the base, or like the middle one. Not the, the most expensive one, or the basic one, but the middle one. And just for myself.

Speaker speaker_0: Okay. So, uh, let me see. They offer three different ones. Um, the basic one would be the MEC Tele-RS. That's the one that only covers like home physical visits, some vaccines, some STDs, as well as-

Speaker speaker_1: No, 'cause I'm doing... Well, I'm doing the one that you can go see a therapist with.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I'm gonna need the one where you can go see like a therapist with.

Speaker speaker_0: Okay. Yeah. Um, would that be one of the VIPs? 'Cause there's the VIP Standard and then the VIP Classic.

Speaker speaker_1: Yeah.

Speaker speaker_0: Those are, those are the ones that will cover like your actual doctor visits if you get sick, hospital visits if you get injured, urgent care, emergency room, um, and even some surgeries. But they don't cover your preventative services, which would be like your annuals and like some vaccines and cancer and STDs and things like that.

Speaker speaker_1: What about, what about like therapist? Therapy. Will it cover that?

Speaker speaker_0: So, for speech, special or occupational therapy faculty-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... if you select the Standard, that would cover \$30 per day for a max of four days, as well as the Classics.

Speaker speaker_1: What's... Okay, so is that the highest one?

Speaker speaker_0: Uh, if... They both of them cover the same amount.

Speaker speaker_1: Okay.

Speaker speaker_0: The one that would cover a little bit more, depending on what service you go for, would be the Classic.

Speaker speaker_1: Wow.

Speaker speaker_0: And that one does cover intensive care unit, rehabilitation-

Speaker speaker_1: Okay.

Speaker speaker_0: ... and preventive surgery.

Speaker speaker_1: All right, I'm gonna make a note of that.

Speaker speaker_0: Um, for the VIP Classic... Oh, I'm sorry?

Speaker speaker_1: No, you're fine.

Speaker speaker_0: Were you asking me how much the weekly deduction would be?

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, that would be \$19.53 weekly.

Speaker speaker_1: All right, cool. Let's do it.

Speaker speaker_0: Okay. Did you wanna go ahead and, um, cancel the pending coverage for the MEC-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Tele-RS? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then do you want me to go ahead and opt you out from the auto enrollment for that particular plan? 'Cause that's the only plan, the preventative one, that they do auto enroll their members.

Speaker speaker_1: Yeah, let's go ahead.

Speaker speaker_0: So if you want me to go ahead and do that, okay.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, and then you want the VIP Classic for employee. Did you wanna choose any other plan? They also offer dental, short-term disability, term life.

Speaker speaker_1: I need the dental.

Speaker speaker_0: Not for now?

Speaker speaker_1: No, dental.

Speaker speaker_0: Dental? Okay. And then that would be \$4.17 monthly.

Speaker speaker_1: How much?

Speaker speaker_0: \$4.17 weekly.

Speaker speaker_1: That is fine.

Speaker speaker_0: Um, for a preventative visit, 100% is covered. Something basic, like for a cleaning of the teeth, that would be covered at 80%. Basic restorative, so if they gotta fill in a cavity, that's covered at 80%. X-rays are also covered at 80%, and your annual maximum would be 700, five... 700, 500. Uh, and then for the dental, you do have to give a one-time deductible of \$50 for that dental plan.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And then they also do offer short-term disability.

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Uh, vision.

Speaker speaker_1: No, that's okay.

Speaker speaker_0: Term life.

Speaker speaker_1: No, that's okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: So will that be taken out this week, then?

Speaker speaker_0: Um, so it typically takes one or two weeks for them to start doing that first deduction. Once you see the first deduction of the \$23.70 come out of your paycheck, the following Monday of that first deduction is when your dental plan and then your VIP Classic plan become effective. And by that-

Speaker speaker_1: All right.

Speaker speaker_0: ... first week, reactivation week, either that Thursday or Friday, you should be getting your dental card. And I was gonna let you know, for your VIP Classic, they normally don't send those cards out. So if you do want a physical card, once you become active, that following Monday, you're welcome to give us a call and we can put in a request for the carrier to send you one.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. And then, um, did you have any other questions?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Okay, so you have been enrolled into dental and then the VIP Classic. Now you just gotta wait for them to start taking that deduction.

Speaker speaker_1: All right, thank you. Have a good day.

Speaker speaker_0: You're welcome. Have a nice day.