

Transcript: Estefania

Acevedo-6660603282767872-5898921434464256

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of MAU. I'm looking to speak with Mr. Davis. Yes? This is him. Hey, good afternoon. We're currently processing enrollment forms and you selected two plans that can't be combined, so I was actually calling to see which one you actually wanted to select. Um, it looks like you selected all the healthcare benefits that they offer and you can't combine. Um, you selected a ... which is \$9.40 weekly as well as the Stay Healthy MEC Enhanced, which is \$2.13 weekly. The difference between the MEC ... is that one only covers like medical visits, some vaccinations, some STD and cancer screenings. But it doesn't cover any doctor visits, hospitalization injuries, urgent care, emergency room nor surgeries, while your Stay Healthy MEC Enhanced does cover both your preventative and your hospitalization needs. It will cover doctor visits, hospital visits, urgent care, emergency room, surgeries. ... but it's true of them you are required to stay within the network. Did you know which one you wanted to be enrolled into? Uh, the employee, the one only for me, uh, I don't... I don't know. I'm walking into work right now, so which- which one would you recommend? Um, so I can't read your information, but I can tell you that the MEC is only for your annuals. It won't cover any doctor visits if you were to get sick. And then your MEC Enhanced covers both your preventative, so it would cover like a physical and it also covers doctor visits if sick, but that one just requires copays. Uh, that's fine. So you want to do the MEC Enhanced? Yes. Is that it? Okay. Is that everything? I'm sorry, can you repeat that? I'm not hearing you. I'm walking into work actually. Is that everything? Um, yeah, that was everything, but did you want to, did you want the ... or the MEC Enhanced? I thought I told you MEC. I don't, I don't know, I'm walking into work. Can you do that for me? Okay, yeah. I will tell and then did you want to choose all of the other plan ... that have been short-term, life, vision, accident, behavioral health and ID social plus? Yes. You do? Okay. Um, just please allow one or two weeks for your staff and agency to make these deductions. Once you see the first deduction, the following Monday is when your coverage becomes active in that first activation week. You should be receiving your cards either that, either that Thursday or Friday. And then I was going to tell you that for your medical cards, for your medical, um, plans such, and dental and vision, they are under a IRS regulation called Section 125 that allows you to pay these plans with pre-taxed dollars. However, you want to ca... If you want to cancel or make changes within these plans, you would only have to... You'll only be eligible to do it within your first 30 days of receiving your first check or within company open enrollment. If you have any questions, you're welcome to give us a call at this number, which is 800-497-4856. Or if you want to make any changes, you would have to do it within this period. If not, you're kind of stuck with them until the next company open enrollment period. Okay. Did you have any more questions? Um, did you have any other questions? Um, did you have any

other questions? Hello? Hello? No, ma'am. Thank you. Have a good day. I'm going into work. Thank you.

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 and a Card on behalf of MAU. I'm looking to speak with Mr. Davis.

Speaker speaker_2: Yes? This is him.

Speaker speaker_1: Hey, good afternoon. We're currently processing enrollment forms and you selected two plans that can't be combined, so I was actually calling to see which one you actually wanted to select. Um, it looks like you selected all the healthcare benefits that they offer and you can't combine. Um, you selected a ... which is \$9.40 weekly as well as the Stay Healthy MEC Enhanced, which is \$2.13 weekly. The difference between the MEC ... is that one only covers like medical visits, some vaccinations, some STD and cancer screenings. But it doesn't cover any doctor visits, hospitalization injuries, urgent care, emergency room nor surgeries, while your Stay Healthy MEC Enhanced does cover both your preventative and your hospitalization needs. It will cover doctor visits, hospital visits, urgent care, emergency room, surgeries. ... but it's true of them you are required to stay within the network. Did you know which one you wanted to be enrolled into?

Speaker speaker_2: Uh, the employee, the one only for me, uh, I don't... I don't know. I'm walking into work right now, so which- which one would you recommend?

Speaker speaker_1: Um, so I can't read your information, but I can tell you that the MEC is only for your annuals. It won't cover any doctor visits if you were to get sick. And then your MEC Enhanced covers both your preventative, so it would cover like a physical and it also covers doctor visits if sick, but that one just requires copays.

Speaker speaker_2: Uh, that's fine.

Speaker speaker_1: So you want to do the MEC Enhanced?

Speaker speaker_2: Yes.

Speaker speaker_1: Is that it? Okay.

Speaker speaker_2: Is that everything?

Speaker speaker_1: I'm sorry, can you repeat that? I'm not hearing you.

Speaker speaker_2: I'm walking into work actually. Is that everything?

Speaker speaker_1: Um, yeah, that was everything, but did you want to, did you want the ... or the MEC Enhanced?

Speaker speaker_2: I thought I told you MEC. I don't, I don't know, I'm walking into work. Can you do that for me?

Speaker speaker_1: Okay, yeah. I will tell and then did you want to choose all of the other plan ... that have been short-term, life, vision, accident, behavioral health and ID social plus?

Speaker speaker_2: Yes.

Speaker speaker_1: You do? Okay. Um, just please allow one or two weeks for your staff and agency to make these deductions. Once you see the first deduction, the following Monday is when your coverage becomes active in that first activation week. You should be receiving your cards either that, either that Thursday or Friday. And then I was going to tell you that for your medical cards, for your medical, um, plans such, and dental and vision, they are under a IRS regulation called Section 125 that allows you to pay these plans with pre-taxed dollars. However, you want to ca... If you want to cancel or make changes within these plans, you would only have to... You'll only be eligible to do it within your first 30 days of receiving your first check or within company open enrollment. If you have any questions, you're welcome to give us a call at this number, which is 800-497-4856. Or if you want to make any changes, you would have to do it within this period. If not, you're kind of stuck with them until the next company open enrollment period. Okay. Did you have any more questions? Um, did you have any other questions? Um, did you have any other questions? Hello? Hello?

Speaker speaker_2: No, ma'am. Thank you. Have a good day. I'm going into work.

Speaker speaker_1: Thank you.