

## Transcript: Francesca

**Baez-5341605280137216-5114165547024384**

### Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Mr. Hardrick Smith on behalf of Hospitality Staffing Solutions. Oh, yes. This is him. So we're the administrators for the health benefits that your company offers. We're calling in regards to the insurance form you filled out December 18, 2024. We have requested services for yourself and family. Yes. So we're calling 'cause you had selected the medical BAP standard hospital indemnity and then the medical MEC enhanced. Unfortunately, you cannot mix the MEC enhanced with the BAP standard 'cause the MEC enhanced already offers the services that the BAP standard offers. So I was going to see- Oh, okay. I didn't... Yeah, I didn't know that. Oh, that's okay. So we're basically just calling to see if you wanted us to process the enrollment with just the MEC enhanced or if you wanted to switch to just the BAP standard? Um, I'm sorry. Could you repeat that one more time? I'm watching kids right now. Yes, sir. That's fine, um, with you saying, we were calling you to see if you wanted to be enrolled into the MEC enhanced or if you wanted us to only enroll you into that BAP standard? For the... For when the... This is for the insurance, right, for the family? Yes, sir. 'Cause they already offer, uh... I'm sorry, could you, uh, repeat what you already offered? Yes, sir. So you selected the medical plan BAP standard and the MEC enhanced medical plan. You cannot have them both. We're calling to see which you wanted to be enrolled into. Okay. The... The first one. The first one. The BAP standard? Yes. Okay, so the BAP standard is hospital indemnity only. It will be \$43.46 per paycheck- Okay. ... for family and employee. Okay. So your policy is gonna be \$85.42 per paycheck. Do you authorize Hospitality Staffing Solutions to make those deductions for you once you start working? Okay, yes. All right, and then once you start working, allow one to two weeks for them to start making your deductions. And once you see that first deduction, following Monday will be when that policy is gonna become active and- Okay. ... that same week of activation, Friday is going to be when your carrier sends out those benefit cards. The only two things I would like to mention, um, Mr. Hardrick, is the first one being your benefit cards are all gonna be that same one. It will have your information on it, your first and last name, and- Yes. ... in one of the corners it will say employee plus family. So that'll be the same one you and your spouse, as well as the childrens, will be using. Okay. And then the second thing, before that three-x membership that you requested, there's gonna be an additional registration required. Once you become active, you should be receiving a welcome email advising you on how to process your registration. If you do not receive it once you get active, give us a call and we can resend you another email with that information. Okay. All right, so you are all set. Do you have any questions for me before I let you go today? No. Thank you so much for your time. I appreciate you taking my call. Have a wonderful rest of your day. Thank you. You too. Happy holidays. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Mr. Hardrick Smith on behalf of Hospitality Staffing Solutions.

Speaker speaker\_0: Oh, yes. This is him.

Speaker speaker\_2: So we're the administrators for the health benefits that your company offers. We're calling in regards to the insurance form you filled out December 18, 2024. We have requested services for yourself and family.

Speaker speaker\_0: Yes.

Speaker speaker\_2: So we're calling 'cause you had selected the medical BAP standard hospital indemnity and then the medical MEC enhanced. Unfortunately, you cannot mix the MEC enhanced with the BAP standard 'cause the MEC enhanced already offers the services that the BAP standard offers. So I was going to see-

Speaker speaker\_0: Oh, okay. I didn't... Yeah, I didn't know that.

Speaker speaker\_2: Oh, that's okay. So we're basically just calling to see if you wanted us to process the enrollment with just the MEC enhanced or if you wanted to switch to just the BAP standard?

Speaker speaker\_0: Um, I'm sorry. Could you repeat that one more time? I'm watching kids right now.

Speaker speaker\_2: Yes, sir. That's fine, um, with you saying, we were calling you to see if you wanted to be enrolled into the MEC enhanced or if you wanted us to only enroll you into that BAP standard?

Speaker speaker\_0: For the... For when the... This is for the insurance, right, for the family?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: 'Cause they already offer, uh... I'm sorry, could you, uh, repeat what you already offered?

Speaker speaker\_2: Yes, sir. So you selected the medical plan BAP standard and the MEC enhanced medical plan. You cannot have them both. We're calling to see which you wanted to be enrolled into.

Speaker speaker\_0: Okay.

Speaker speaker\_3: The... The first one.

Speaker speaker\_0: The first one.

Speaker speaker\_2: The BAP standard?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay, so the BAP standard is hospital indemnity only. It will be \$43.46 per paycheck-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... for family and employee.

Speaker speaker\_0: Okay.

Speaker speaker\_2: So your policy is gonna be \$85.42 per paycheck. Do you authorize Hospitality Staffing Solutions to make those deductions for you once you start working?

Speaker speaker\_0: Okay, yes.

Speaker speaker\_2: All right, and then once you start working, allow one to two weeks for them to start making your deductions. And once you see that first deduction, following Monday will be when that policy is gonna become active and-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... that same week of activation, Friday is going to be when your carrier sends out those benefit cards. The only two things I would like to mention, um, Mr. Hardrick, is the first one being your benefit cards are all gonna be that same one. It will have your information on it, your first and last name, and-

Speaker speaker\_0: Yes.

Speaker speaker\_2: ... in one of the corners it will say employee plus family. So that'll be the same one you and your spouse, as well as the childrens, will be using.

Speaker speaker\_0: Okay.

Speaker speaker\_2: And then the second thing, before that three-x membership that you requested, there's gonna be an additional registration required. Once you become active, you should be receiving a welcome email advising you on how to process your registration. If you do not receive it once you get active, give us a call and we can resend you another email with that information.

Speaker speaker\_0: Okay.

Speaker speaker\_2: All right, so you are all set. Do you have any questions for me before I let you go today?

Speaker speaker\_0: No.

Speaker speaker\_2: Thank you so much for your time. I appreciate you taking my call. Have a wonderful rest of your day.

Speaker speaker\_0: Thank you. You too. Happy holidays.

Speaker speaker\_2: Thank you. Bye-bye.