

Transcript: Francesca

Baez-5433016898469888-5821674126229504

Full Transcript

Hello. ... recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Car, looking to speak with a Mr. Alexis Destiny. My name's Aaron. Yes, Mr. Aaron, we were calling in regards to an enrollment form for health insurance that you filled out for Hospitality Staffing Solutions on April 8th. You put your last name Alexis Destiny. Does that match- That's my last name. That's my last name. Okay. So with that being said, we're calling due to the fact that on the form you selected both plans MEC. Unfortunately, you cannot be enrolled into both of them, so we were calling to see which one you wanted to finalize your enrollment with. The difference between the two will be that the MEC Enhanced, which is 4261, is going to cover preventative and hospital indemnity services. Hospital indemnity are those doctor's visits, surgeries, or emergency room and urgent care. Whereas the other one, that's 1561, Stay Healthy MEC TeleRx, only covers preventative. And both plans have a network requirement. So is... I'm not sure which one's better. It all depends on your medical needs. Were you looking for doctor's visits to be covered, as well as the emergency room? Yes. So then that would be with the MEC Enhanced, which is the 4261. Um, however, in the event that you did not want a plan that has a network requirement, Hospitality Staffing Solutions does have another plan that's hospital indemnity only, which is called VIP Standard. That one is 1681 per paycheck. 1681. Yeah, I just... Okay. If it by any chance seems difficult to make the decision now, um, you also do have the option of, uh, holding that enrollment and sending you a digital copy of their benefit guide so that you can view the plans, and when you know which one it is you want to enroll into, you can give a call back to process that enrollment at that point. Um, that's fine. Okay. Do you want me to hold off the full policy or do you want me to process that short-term disability and vision now? Um, let's, let's... What? I apologize, the line cut off. You said what? Was this a option? You said there was another option. Yes, ma'am. I'm sorry, sorry. There was an option for, like, this, doctor's visits and all that. What was the other option? So the ones that will cover doctor visits will be the VIP Standard plan, the 1681, and then that other MEC Enhanced that you had selected, the 4261. Um, let's do only doctor's visits only. Okay. That would be the standard 1681, correct? Yes. All right. So with that standard, the short-term disability and vision, you're looking at \$22.46 per paycheck. Do you authorize Hospitality Staffing Solutions to go ahead and make those deductions once you start working? Yes. All right. So once you start working, it will take roughly one to two weeks for them to start making your deductions. And when you see that first one, following Monday the benefits will be active. That same week of activation, Friday they'll go ahead and send out your benefit cards. Okay. All right. I believe one of them is going to be digital, which is the one for that medical plan. Okay. But if you need a hard copy, give us a call and we'll put them in order once you're active. Okay. All right. You are all set. Thank you so much for your time today, sir, as well as taking my call. You're welcome.

Have a great day. You too. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: ... recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca at Benefits in a Car, looking to speak with a Mr. Alexis Destiny.

Speaker speaker_0: My name's Aaron.

Speaker speaker_2: Yes, Mr. Aaron, we were calling in regards to an enrollment form for health insurance that you filled out for Hospitality Staffing Solutions on April 8th. You put your last name Alexis Destiny. Does that match-

Speaker speaker_0: That's my last name. That's my last name.

Speaker speaker_2: Okay. So with that being said, we're calling due to the fact that on the form you selected both plans MEC. Unfortunately, you cannot be enrolled into both of them, so we were calling to see which one you wanted to finalize your enrollment with. The difference between the two will be that the MEC Enhanced, which is 4261, is going to cover preventative and hospital indemnity services. Hospital indemnity are those doctor's visits, surgeries, or emergency room and urgent care. Whereas the other one, that's 1561, Stay Healthy MEC TeleRx, only covers preventative. And both plans have a network requirement.

Speaker speaker_0: So is... I'm not sure which one's better.

Speaker speaker_2: It all depends on your medical needs. Were you looking for doctor's visits to be covered, as well as the emergency room?

Speaker speaker_0: Yes.

Speaker speaker_2: So then that would be with the MEC Enhanced, which is the 4261. Um, however, in the event that you did not want a plan that has a network requirement, Hospitality Staffing Solutions does have another plan that's hospital indemnity only, which is called VIP Standard. That one is 1681 per paycheck.

Speaker speaker_0: 1681. Yeah, I just... Okay.

Speaker speaker_2: If it by any chance seems difficult to make the decision now, um, you also do have the option of, uh, holding that enrollment and sending you a digital copy of their benefit guide so that you can view the plans, and when you know which one it is you want to enroll into, you can give a call back to process that enrollment at that point.

Speaker speaker_0: Um, that's fine.

Speaker speaker_2: Okay. Do you want me to hold off the full policy or do you want me to process that short-term disability and vision now?

Speaker speaker_0: Um, let's, let's... What?

Speaker speaker_2: I apologize, the line cut off. You said what?

Speaker speaker_0: Was this a option? You said there was another option.

Speaker speaker_2: Yes, ma'am. I'm sorry, sorry.

Speaker speaker_0: There was an option for, like, this, doctor's visits and all that. What was the other option?

Speaker speaker_2: So the ones that will cover doctor visits will be the VIP Standard plan, the 1681, and then that other MEC Enhanced that you had selected, the 4261.

Speaker speaker_0: Um, let's do only doctor's visits only.

Speaker speaker_2: Okay. That would be the standard 1681, correct?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. So with that standard, the short-term disability and vision, you're looking at \$22.46 per paycheck. Do you authorize Hospitality Staffing Solutions to go ahead and make those deductions once you start working?

Speaker speaker_0: Yes.

Speaker speaker_2: All right. So once you start working, it will take roughly one to two weeks for them to start making your deductions. And when you see that first one, following Monday the benefits will be active. That same week of activation, Friday they'll go ahead and send out your benefit cards.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. I believe one of them is going to be digital, which is the one for that medical plan.

Speaker speaker_0: Okay.

Speaker speaker_2: But if you need a hard copy, give us a call and we'll put them in order once you're active.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. You are all set. Thank you so much for your time today, sir, as well as taking my call.

Speaker speaker_0: You're welcome.

Speaker speaker_2: Have a great day.

Speaker speaker_0: You too. Goodbye.

Speaker speaker_2: Bye.