

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits 10-0-Card. My name is Francesca. How can I assist you today? Yes, uh, I'm just returning a phone call from Vic- Victoria. Do you remember what the voice message she left was about? Um, it was, uh, about my benefits. Okay, I'll have to take a look into the account. Let's see, which staffing company do you work with? MAU. What are the last four of the social? 1977. And your last name, please? Anderson. And Mr. Anderson, can you please verify your mailing address and date of birth? 226 Weathers Court, Sumner, South Carolina 29483. August 1st, 1995. All right. I have best contact, 843-708-9156, with your email as your first and last name, 220@yahoo.com. Yes, um, yes, ma'am, but the phone number is 843-708-29... No, 708-9159. All right. So she was calling you regarding the insurance form that you filled out for MAU on April 23rd. Due to the fact that all of the offering plans were selected, there's two plans that cannot be together. Um, I do have to, however, inform you that currently the enrollment, if you do want to be enrolled for it to be processed, is pending eligibility. Is, is there a what? Pending eligibility. They have to review to see if you're eligible for enrollment at this time. Okay. So right now, um, until they find it out, I, I'm, I don't have any coverage? That is correct, sir. Um, now at the moment, what you can do, Mr. Anderson, will be select which plan you want to be enrolled in as far as medical. You cannot be enrolled into both MEC plans and you also cannot be enrolled into both Insure Plus plans. Okay. 'Cause I know, I'm... Is it saying I have two? So you currently don't have anything. We're calling regarding your selections. You selected every single plan MAU offers their employer for insurance. You cannot have both MEC medical plans or both Insure Plus plans, so you have to make a selection into which Insure Plus basic or enhanced, as well as which MEC plan you want, the standalone or the enhanced. Okay. Which one is, is the, the option? Once again, Insure Plus or Insure Enhance, Stay Healthy or Stay Healthy Enhance. The prices are, the Stay Healthy standalone is \$9.46, which is preventative only. The other Stay Healthy is the MEC Enhanced, which is both preventative and hospital indemnity, is \$23.13. The Insure Plus is the Insure Plus Basic, \$17.39, and the Insure Plus Enhanced, \$24.69. Is, is there a way that I can, uh, uh, access that to actually look more into it? I can provide you a copy of the benefit guide and notate that you will be calling back with the selections. Okay. Um, but the same way when you were filling that form out, there isn't any way for you to select it yourself that way. Um- Okay. ... specifically speaking in the process that where you're at, we will be the only ones that will be able to process it for you currently. And that is- Okay. ... still waiting for the front office to reply back as to whether or not you are eligible for that enrollment. Okay. And y- you said, and your office is open until 8:00? Yes, sir, 8:00 to 8:00. 8:00 AM to 8:00 PM Eastern Time. Okay. Once I, once I look it over and make my decision, y'all should hear back from me before, bef- way before 8:00? One more time? I said, once I look it over and make my decision, y'all should hear back from me before 8:00. Okay,

understood. All right, I send you that benefit guide from info@benefits10-0card.com, and the subject line will be Benefit Guide. That's fine. Thank you. My pleasure. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, uh, I'm just returning a phone call from Vic- Victoria.

Speaker speaker_0: Do you remember what the voice message she left was about?

Speaker speaker_1: Um, it was, uh, about my benefits.

Speaker speaker_0: Okay, I'll have to take a look into the account. Let's see, which staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 1977.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Anderson.

Speaker speaker_0: And Mr. Anderson, can you please verify your mailing address and date of birth?

Speaker speaker_1: 226 Weathers Court, Sumner, South Carolina 29483. August 1st, 1995.

Speaker speaker_0: All right. I have best contact, 843-708-9156, with your email as your first and last name, 220@yahoo.com.

Speaker speaker_1: Yes, um, yes, ma'am, but the phone number is 843-708-29... No, 708-9159.

Speaker speaker_0: All right. So she was calling you regarding the insurance form that you filled out for MAU on April 23rd. Due to the fact that all of the offering plans were selected, there's two plans that cannot be together. Um, I do have to, however, inform you that currently the enrollment, if you do want to be enrolled for it to be processed, is pending eligibility.

Speaker speaker_1: Is, is there a what?

Speaker speaker_0: Pending eligibility. They have to review to see if you're eligible for enrollment at this time.

Speaker speaker_1: Okay. So right now, um, until they find it out, I, I'm, I don't have any coverage?

Speaker speaker_0: That is correct, sir. Um, now at the moment, what you can do, Mr. Anderson, will be select which plan you want to be enrolled in as far as medical. You cannot be enrolled into both MEC plans and you also cannot be enrolled into both Insure Plus plans.

Speaker speaker_1: Okay. 'Cause I know, I'm... Is it saying I have two?

Speaker speaker_0: So you currently don't have anything. We're calling regarding your selections. You selected every single plan MAU offers their employer for insurance. You cannot have both MEC medical plans or both Insure Plus plans, so you have to make a selection into which Insure Plus basic or enhanced, as well as which MEC plan you want, the standalone or the enhanced.

Speaker speaker_1: Okay. Which one is, is the, the option?

Speaker speaker_0: Once again, Insure Plus or Insure Enhance, Stay Healthy or Stay Healthy Enhance. The prices are, the Stay Healthy standalone is \$9.46, which is preventative only. The other Stay Healthy is the MEC Enhanced, which is both preventative and hospital indemnity, is \$23.13. The Insure Plus is the Insure Plus Basic, \$17.39, and the Insure Plus Enhanced, \$24.69.

Speaker speaker_1: Is, is there a way that I can, uh, uh, access that to actually look more into it?

Speaker speaker_0: I can provide you a copy of the benefit guide and notate that you will be calling back with the selections.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but the same way when you were filling that form out, there isn't any way for you to select it yourself that way. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... specifically speaking in the process that where you're at, we will be the only ones that will be able to process it for you currently. And that is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... still waiting for the front office to reply back as to whether or not you are eligible for that enrollment.

Speaker speaker_1: Okay. And y- you said, and your office is open until 8:00?

Speaker speaker_0: Yes, sir, 8:00 to 8:00. 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay. Once I, once I look it over and make my decision, y'all should hear back from me before, bef- way before 8:00?

Speaker speaker_0: One more time?

Speaker speaker_1: I said, once I look it over and make my decision, y'all should hear back from me before 8:00.

Speaker speaker_0: Okay, understood. All right, I send you that benefit guide from info@benefits10-0card.com, and the subject line will be Benefit Guide.

Speaker speaker_1: That's fine. Thank you.

Speaker speaker_0: My pleasure. Have a great day.