

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits in a Card, looking to speak with Mr. Schumpert on behalf of your staffing company, Search Staffing. Yeah, this is him. Yes, sir. I was giving you a call to let you know that you are eligible for the enrollment into benefits. Did you have a chance to decide which plans you want to be enrolled into? Can you say that one more time? Sorry. Yes, sir. You're eligible for the enrollment into the benefits. Did you have a chance to choose which plans you want to be enrolled into? Yeah, ma'am. The health. Okay. Which health plan? Uh... which one it is again? We have the Medical Preventative, Stay Healthy MUC, TailorRx, and the Hospital Indemnity VIP Standard and VIP Classic. Uh, I'll take the medical. I understand, sir. Once again, there's three choices that I just mentioned to you. I need you to choose one. Either one of the VIP plans or the Preventative Stay Healthy. Preventative Stay Healthy. Okay. Did you need me to go over what the preventative plan will be covering? Yes, ma'am. Since it is preventative, it will cover preventative services only, your annual physical, your screening for blood pressure and iron deficiency, the preventative counseling, so a healthy diet, avoiding any exposures from the sun, along with your immunizations for influenza, tetanus or varicella, and the preventative generic prescriptions. It comes with an urgent care virtual package, and a FreeRxMembership for the prescriptions. And it does have a network requirement. Due to it being preventative only, it will not cover any hospital indemnity services such as hospital visits, emergency room or urgent care or surgeries. Okay. Did you want me to submit this for employee and child or employee only? Yes, ma'am. To which, sir? Uh, the child. Employee and child. Aside from that Medical Preventative, was there any other plan you want to be enrolled into? Uh, no, ma'am. All right. So for the Stay Healthy Preventative Plan, it is \$22.39 for employee and child. Do you authorize Search Staffing to make these deductions for you? Yes, ma'am. All right. And what is the child's first and last name? Aubree. A-U-B-R-E-E Schumpert. Do you have her Social by any chance? Uh, let, let me check to see. Uh... If not, it will not cause any issues to submit it without it. Okay. Well, I don't have it on me. Her mom has it on her, in her, uh, wallet, her bir- her Social. Understood. Then I will just need her date of birth. Okay. 06/21/24. And aside from her, was there any other child you would like to add to the policy? No, ma'am. Understood. So it's going to take one to two weeks for your employer to start making the deductions. When you see the first deduction of the \$22.39, following Monday, your benefits will become active. And Friday of that activation week will be when they send out those benefit cards. All righty. Appreciate it. Of course. Is there anything else we can assist you with today, aside from submitting your enrollment? No, ma'am. I hope you have a wonderful rest of your day. Thank you for your time and taking my call today. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca of Benefits in a Card, looking to speak with Mr. Schumpert on behalf of your staffing company, Search Staffing.

Speaker speaker_2: Yeah, this is him.

Speaker speaker_1: Yes, sir. I was giving you a call to let you know that you are eligible for the enrollment into benefits. Did you have a chance to decide which plans you want to be enrolled into?

Speaker speaker_2: Can you say that one more time? Sorry.

Speaker speaker_1: Yes, sir. You're eligible for the enrollment into the benefits. Did you have a chance to choose which plans you want to be enrolled into?

Speaker speaker_2: Yeah, ma'am. The health.

Speaker speaker_1: Okay. Which health plan?

Speaker speaker_2: Uh... which one it is again?

Speaker speaker_1: We have the Medical Preventative, Stay Healthy MUC, TailorRx, and the Hospital Indemnity VIP Standard and VIP Classic.

Speaker speaker_2: Uh, I'll take the medical.

Speaker speaker_1: I understand, sir. Once again, there's three choices that I just mentioned to you. I need you to choose one. Either one of the VIP plans or the Preventative Stay Healthy.

Speaker speaker_2: Preventative Stay Healthy.

Speaker speaker_1: Okay. Did you need me to go over what the preventative plan will be covering?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Since it is preventative, it will cover preventative services only, your annual physical, your screening for blood pressure and iron deficiency, the preventative counseling, so a healthy diet, avoiding any exposures from the sun, along with your immunizations for influenza, tetanus or varicella, and the preventative generic prescriptions. It comes with an urgent care virtual package, and a FreeRxMembership for the prescriptions. And it does have a network requirement. Due to it being preventative only, it will not cover any hospital indemnity services such as hospital visits, emergency room or urgent care or surgeries.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you want me to submit this for employee and child or employee only?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: To which, sir?

Speaker speaker_2: Uh, the child.

Speaker speaker_1: Employee and child. Aside from that Medical Preventative, was there any other plan you want to be enrolled into?

Speaker speaker_2: Uh, no, ma'am.

Speaker speaker_1: All right. So for the Stay Healthy Preventative Plan, it is \$22.39 for employee and child. Do you authorize Search Staffing to make these deductions for you?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And what is the child's first and last name?

Speaker speaker_2: Aubree. A-U-B-R-E-E Schumpert.

Speaker speaker_1: Do you have her Social by any chance?

Speaker speaker_2: Uh, let, let me check to see. Uh...

Speaker speaker_1: If not, it will not cause any issues to submit it without it.

Speaker speaker_2: Okay. Well, I don't have it on me. Her mom has it on her, in her, uh, wallet, her bir- her Social.

Speaker speaker_1: Understood. Then I will just need her date of birth.

Speaker speaker_2: Okay. 06/21/24.

Speaker speaker_1: And aside from her, was there any other child you would like to add to the policy?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Understood. So it's going to take one to two weeks for your employer to start making the deductions. When you see the first deduction of the \$22.39, following Monday, your benefits will become active. And Friday of that activation week will be when they send out those benefit cards.

Speaker speaker_2: All righty. Appreciate it.

Speaker speaker_1: Of course. Is there anything else we can assist you with today, aside from submitting your enrollment?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time and taking my call today.

Speaker speaker_2: You too.