

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, Justin. This is, uh, Eric Tallent. I was gonna see if I could sign up for the, uh, insurance that you guys offer, or Accuforce. I work for Accuforce in North Carolina. I don't know where you're at. Mm-hmm. Okay. So Accuforce, what's the la- what's the last four of your Social? So I can pull your file for you? It's, uh, 2449. And what was your first and last name again? I'm sorry. It's, uh, Eric Tallent, T-A-L-L-E-N-T. And for security purposes, can you verify the home address, including city, state and zip code, Mr. Tallent? Yeah. It's, uh, 6127 Tallent Hollow Road, Morganton, North Carolina 28655. And confirm your date of birth? 8-19-1968. And a good telephone number have is 828-403-3268. Uh, yeah, yeah. And the email have is etallent8@gmail? Yeah. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Uh, well, I was just, I had some questions. You know, I didn't know if it... You don't, you don't offer no preventative care, nothing, doctor visits or none of that? Um, they, well, they do offer a few medical plans, one that just covers preventative healthcare services at \$17.97. And then three other medical plans that cover hospitals, doctors and medications ranging from \$17.66 to \$31.66 for employee only. Well, um, well, I was looking at the \$31 one, but I wasn't sure what all it covered. Okay. Um, so yeah, so the VIP+, that one would cover your hospitals, doctors and medication coverage, um, but it wouldn't cover any preventative healthcare services. Right. So it wouldn't cover like a physical or nothing like that? Correct. Right. All right. Yeah. But- But I do know that you can add the MEC with one of the VIP plans if you wanted to. Uh, well, how, how much more would that be? Uh, well, the MEC Tell ERX for employee only is \$17.97. However, adding it to the VIP+ would be \$49.63 for those two medical plans. Right. Uh, yeah. I mean, those... That wouldn't include the vision and all that? Uh, no, sir. Vision and dental are separate from the medical plans. Vision would be \$2.15 while dental's \$3.71. Right. Uh, but you offer just the, the \$17 one that's just a preventative, right? Correct. Um, that comes with, uh, FreeRx as well, uh, which is a subscription, um, that gives out free or discounted prescription coverage. So you do have medication coverage under that MEC preventative healthcare service plan as well. Right. Uh, well, let's just go ahead and do both, I guess, for the \$49. Okay. So just medical? Anything else? Uh, yeah, just, uh, no, just medical for now. I might add, uh, uh, 'cause I have like dental and vision on later, but I mean, you know, I'm only gonna be having this plan for like six weeks or so. Uh, well, I do know that you have a personal open enrollment period which is 30 days from your first paycheck. Then after that, you wouldn't be able to make any changes unless you wanted to cancel. Right. Okay. Uh, well, yeah. Okay. Well, uh, I- let me think about the, uh, dental and stuff. No worries. 'Cause I had to add the 7- \$17 on. I mean, I wasn't expecting that, but... No worries. So the VIP+ and then the MEC Tell ERX for employee only, correct? Yeah. Okay. So doing both of

those would make your total deductions \$49.63. Do you authorize Accuforce to make that deduction for you? I do, yeah. Okay. Um, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$49.63 come off your paycheck, coverage begins the Monday we receive that deduction from, uh, Accuforce. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Eric, is there anything else I can help you out with today? No. So you're saying it'll be another week or two? Correct, before deductions happen. Yes, sir. Yeah. Okay. All right. Okay. Awesome. Well, you have a wonderful day, okay, Eric? Okay. Okay. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. This is, uh, Eric Tallent. I was gonna see if I could sign up for the, uh, insurance that you guys offer, or Accuforce. I work for Accuforce in North Carolina. I don't know where you're at.

Speaker speaker_1: Mm-hmm. Okay. So Accuforce, what's the la- what's the last four of your Social? So I can pull your file for you?

Speaker speaker_2: It's, uh, 2449.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: It's, uh, Eric Tallent, T-A-L-L-E-N-T.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Mr. Tallent?

Speaker speaker_2: Yeah. It's, uh, 6127 Tallent Hollow Road, Morganton, North Carolina 28655.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 8-19-1968.

Speaker speaker_1: And a good telephone number have is 828-403-3268.

Speaker speaker_2: Uh, yeah, yeah.

Speaker speaker_1: And the email have is etallent8@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_2: Uh, well, I was just, I had some questions. You know, I didn't know if it... You don't, you don't offer no preventative care, nothing, doctor visits or none of that?

Speaker speaker_1: Um, they, well, they do offer a few medical plans, one that just covers preventative healthcare services at \$17.97. And then three other medical plans that cover hospitals, doctors and medications ranging from \$17.66 to \$31.66 for employee only.

Speaker speaker_2: Well, um, well, I was looking at the \$31 one, but I wasn't sure what all it covered.

Speaker speaker_1: Okay. Um, so yeah, so the VIP+, that one would cover your hospitals, doctors and medication coverage, um, but it wouldn't cover any preventative healthcare services.

Speaker speaker_2: Right. So it wouldn't cover like a physical or nothing like that?

Speaker speaker_1: Correct.

Speaker speaker_2: Right. All right.

Speaker speaker_1: Yeah.

Speaker speaker_2: But-

Speaker speaker_1: But I do know that you can add the MEC with one of the VIP plans if you wanted to.

Speaker speaker_2: Uh, well, how, how much more would that be?

Speaker speaker_1: Uh, well, the MEC Tell ERX for employee only is \$17.97. However, adding it to the VIP+ would be \$49.63 for those two medical plans.

Speaker speaker_2: Right. Uh, yeah. I mean, those... That wouldn't include the vision and all that?

Speaker speaker_1: Uh, no, sir. Vision and dental are separate from the medical plans. Vision would be \$2.15 while dental's \$3.71.

Speaker speaker_2: Right. Uh, but you offer just the, the \$17 one that's just a preventative, right?

Speaker speaker_1: Correct. Um, that comes with, uh, FreeRx as well, uh, which is a subscription, um, that gives out free or discounted prescription coverage. So you do have medication coverage under that MEC preventative healthcare service plan as well.

Speaker speaker_2: Right. Uh, well, let's just go ahead and do both, I guess, for the \$49.

Speaker speaker_1: Okay. So just medical? Anything else?

Speaker speaker_2: Uh, yeah, just, uh, no, just medical for now. I might add, uh, uh, 'cause I have like dental and vision on later, but I mean, you know, I'm only gonna be having this plan for like six weeks or so.

Speaker speaker_1: Uh, well, I do know that you have a personal open enrollment period which is 30 days from your first paycheck. Then after that, you wouldn't be able to make any changes unless you wanted to cancel.

Speaker speaker_2: Right. Okay. Uh, well, yeah. Okay. Well, uh, I- let me think about the, uh, dental and stuff.

Speaker speaker_1: No worries.

Speaker speaker_2: 'Cause I had to add the 7- \$17 on. I mean, I wasn't expecting that, but...

Speaker speaker_1: No worries. So the VIP+ and then the MEC Tell ERX for employee only, correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So doing both of those would make your total deductions \$49.63. Do you authorize Accuforce to make that deduction for you?

Speaker speaker_2: I do, yeah.

Speaker speaker_1: Okay. Um, so I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$49.63 come off your paycheck, coverage begins the Monday we receive that deduction from, uh, Accuforce. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Eric, is there anything else I can help you out with today?

Speaker speaker_2: No. So you're saying it'll be another week or two?

Speaker speaker_1: Correct, before deductions happen. Yes, sir.

Speaker speaker_2: Yeah. Okay. All right.

Speaker speaker_1: Okay.

Speaker speaker_2: Awesome.

Speaker speaker_1: Well, you have a wonderful day, okay, Eric?

Speaker speaker_2: Okay. Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.