

Transcript: Justin

Mills-5458412795805696-5142492651143168

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Matthew Hoffman? Sure. Awesome. This is Justin from Benefits and a Card calling on behalf of MAU. How are you doing? Good. Awesome. Just to let you know, we received an enrollment form, uh, dated October 10th letting us know you wanted to be enrolled into the health insurance... Or October 7th, my apologies, uh, letting us know you wanted to be enrolled into the health insurance. However, when you submitted the enrollment form for MAU, you put down both MEC plans when technically you're not allowed to do that, so I'm just reaching out confirming which medical plan you wanted. Oh, uh, I'm not sure. Okay, uh, let's see here. So the regular StayHealthy MEC, that just covers preventative healthcare services at \$10.27, so like your physicals, diabetes screenings, vaccinations, stuff like that. Then you have the EnsurePlus plans that cover hospitals, doctors and medications. Those range from \$17.39 to \$24.69. And then the last medical plan was the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$24.89. Um, I'm on the way to work right now. Is there someplace I can double-check and, um, change that? Um, there should be a website, mybiac.com/mau. I can email it to you to that email that we have on file. Okay, thanks. That'd be perfect. Okay. Well, is there anything else I can help you out with today? No, thanks. Awesome. Well, you have a wonderful day, okay?

Conversation Format

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

Speaker speaker_1: Good afternoon. May I speak with Matthew Hoffman?

Speaker speaker_2: Sure.

Speaker speaker_1: Awesome. This is Justin from Benefits and a Card calling on behalf of MAU. How are you doing?

Speaker speaker_2: Good.

Speaker speaker_1: Awesome. Just to let you know, we received an enrollment form, uh, dated October 10th letting us know you wanted to be enrolled into the health insurance... Or October 7th, my apologies, uh, letting us know you wanted to be enrolled into the health insurance. However, when you submitted the enrollment form for MAU, you put down both MEC plans when technically you're not allowed to do that, so I'm just reaching out confirming

which medical plan you wanted.

Speaker speaker_2: Oh, uh, I'm not sure.

Speaker speaker_1: Okay, uh, let's see here. So the regular StayHealthy MEC, that just covers preventative healthcare services at \$10.27, so like your physicals, diabetes screenings, vaccinations, stuff like that. Then you have the EnsurePlus plans that cover hospitals, doctors and medications. Those range from \$17.39 to \$24.69. And then the last medical plan was the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$24.89.

Speaker speaker_2: Um, I'm on the way to work right now. Is there someplace I can double-check and, um, change that?

Speaker speaker_1: Um, there should be a website, mybiac.com/mau. I can email it to you to that email that we have on file.

Speaker speaker_2: Okay, thanks. That'd be perfect.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: No, thanks.

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