

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, this is, um, Emily Rowell. Um, y'all left me a voice message for, um, enrollment. Yeah. So there was probably an outbound call to you regarding an enrollment form we received from your employer. Um, so we just wanted to confirm if you wanted to enroll in the health insurance or if you wanted to opt out of benefits? Um, yes. Okay. So enroll or opt out? Um, I want the health insurance. Okay. So let me try pulling your file. What's the staffing agency you work for? Do what? What's the staffing agency you work for? Jesus fucking Christ. Um, uh, Hamilton Riker is, I think. Okay. So Hamilton Riker, and the last four of your Social? Uh, 2092. And for security purposes, could you verify your home address, including city, state and zip code, Emily? Um, 801 West 2nd Street, Steubenville, Kentucky 42320. And your date of birth? Um, 8-15-98. And a good telephone number you have is 270-775-8536. Yes. And the email I have is emily.burden101851 at Gmail? Yes. Okay. So let's see. So yeah, so looking at note history, it looks like you submitted an enrollment form dated February 10th, where you elected both MEC medical plans. So we were just calling to confirm which medical plan you wanted. Uh, I just want the... I guess the standard one. It's just gonna be me that's on this. Okay. So just the MEC TeleRX as well as the VIP standard? Yeah. I want the health, vision and dental. Health, dental and vision. Did you want like disability, life, critical illness, accident, all of that stuff? Or just those three? So do they take it out of, um, HMRA paycheck? Correct. It's deducted weekly. Um, do you know how much that is weekly for all of that? Uh, let's see. So doing all of your elections, let me see. So for ev- so for all of the elections that you elected for employee only was \$54.69. And that was for the virtual primary care, group accident, dental, disability, critical illness, term life, vision, the VIP standard which covered the hospitals, doctors, medications, ID experts, and MEC TeleRX, which covered preventative healthcare services. Um, I just want the health and dental and vision. Um, but the health, does it, uh, cover for medication? Yeah. So the VIP plans- Like they pay for that? Yeah. So the VIP plans cover your hospitals, doctors and medications, while the MEC TeleRX just covers preventative healthcare services. So like physicals, diabetes screenings, vaccinations, stuff like that. Okay. I just need the one that says... Um, I'm just looking for the one... I guess like the one that... 'Cause I take medication every day, so I have to pick it up from my pharmacy, um, like every month almost. So I'm just looking to not have to pay a lot out of pocket. Totally understand. And then the dental and vision. Okay. So the VIP standard dental and vision for employee only would be \$22.17 per week. Okay. Do you authorize Hamilton Riker to make that deduction for you? Um, yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$22.17 come off your paycheck, coverage begins the Monday we receive that deduction from Hamilton Riker. Seven to ten business days later, you will receive all of

your policy and ID card information in the mail. Other than that, Emily, is there anything else I could assist you with today? Um, no. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, this is, um, Emily Rowell. Um, y'all left me a voice message for, um, enrollment.

Speaker speaker_0: Yeah. So there was probably an outbound call to you regarding an enrollment form we received from your employer. Um, so we just wanted to confirm if you wanted to enroll in the health insurance or if you wanted to opt out of benefits?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Okay. So enroll or opt out?

Speaker speaker_1: Um, I want the health insurance.

Speaker speaker_0: Okay. So let me try pulling your file. What's the staffing agency you work for?

Speaker speaker_1: Do what?

Speaker speaker_0: What's the staffing agency you work for? Jesus fucking Christ.

Speaker speaker_1: Um, uh, Hamilton Riker is, I think.

Speaker speaker_0: Okay. So Hamilton Riker, and the last four of your Social?

Speaker speaker_1: Uh, 2092.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Emily?

Speaker speaker_1: Um, 801 West 2nd Street, Steubenville, Kentucky 42320.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Um, 8-15-98.

Speaker speaker_0: And a good telephone number you have is 270-775-8536.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is emily.burden101851 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let's see. So yeah, so looking at note history, it looks like you submitted an enrollment form dated February 10th, where you elected both MEC medical plans. So we were just calling to confirm which medical plan you wanted.

Speaker speaker_1: Uh, I just want the... I guess the standard one. It's just gonna be me that's on this.

Speaker speaker_0: Okay. So just the MEC TeleRX as well as the VIP standard?

Speaker speaker_1: Yeah. I want the health, vision and dental.

Speaker speaker_0: Health, dental and vision. Did you want like disability, life, critical illness, accident, all of that stuff? Or just those three?

Speaker speaker_1: So do they take it out of, um, HMRA paycheck?

Speaker speaker_0: Correct. It's deducted weekly.

Speaker speaker_1: Um, do you know how much that is weekly for all of that?

Speaker speaker_0: Uh, let's see. So doing all of your elections, let me see. So for ev- so for all of the elections that you elected for employee only was \$54.69. And that was for the virtual primary care, group accident, dental, disability, critical illness, term life, vision, the VIP standard which covered the hospitals, doctors, medications, ID experts, and MEC TeleRX, which covered preventative healthcare services.

Speaker speaker_1: Um, I just want the health and dental and vision. Um, but the health, does it, uh, cover for medication?

Speaker speaker_0: Yeah. So the VIP plans-

Speaker speaker_1: Like they pay for that?

Speaker speaker_0: Yeah. So the VIP plans cover your hospitals, doctors and medications, while the MEC TeleRX just covers preventative healthcare services. So like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Okay. I just need the one that says... Um, I'm just looking for the one... I guess like the one that... 'Cause I take medication every day, so I have to pick it up from my pharmacy, um, like every month almost. So I'm just looking to not have to pay a lot out of pocket.

Speaker speaker_0: Totally understand.

Speaker speaker_1: And then the dental and vision.

Speaker speaker_0: Okay. So the VIP standard dental and vision for employee only would be \$22.17 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you authorize Hamilton Riker to make that deduction for you?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$22.17 come off your paycheck, coverage begins the Monday we receive that deduction from Hamilton Riker. Seven to ten business days later, you will receive all of your policy and ID card information in the mail. Other than that, Emily, is there anything else I could assist you with today?

Speaker speaker_1: Um, no.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.