

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 Card. This is Justin. How can I help you today? Uh, yes, I'm calling about the open enrollment. Okay. What's the staffing agency you work with? Um, ATC Healthcare. Okay. And what were you gonna say before I cut you off? I'm sorry. Oh, no, no, no. It's okay. I just wanted to get the same plan I had last year. Okay. Um, so ATC Healthcare. What's the last four of your Social? 9360. And your first and last name? Lucinda Adams. Yep. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Adams? 7401 Blackman Road, Apartment 1405, Columbus, Georgia 31909. And confirm your date of birth. 3/29/60. And a good telephone number has a 706-681-0210. Yes. And the email I have is modsmom38yahoo.com? Yes. Okay, um, so let's see here. So I do know that everything should roll over automatically unless you wanted to make changes to the coverage, um, but you wanted to keep everything. Mm-hmm. Is that correct? Mm-hmm. Mm-hmm. Okay, so I'll go ahead and keep the same coverage for you, but is there anything else I can help you out with today, Ms. Adams? Yeah, they, they have this form, they say we have to fax it in. Uh, unless you wanted to make changes to the coverage. Okay. So as long as I don't make any changes. So right now, 'cause there's no site to go, go to, I have the, uh... Which plan is it, the MEC? Yeah, the MEC Enhanced, which covers preventative healthcare services, plus hospitals, doctors and medications, yes. Hmm. Okay. So for this year, we have Plus... Uh, I don't even see it on here. Is that the one that says MVP ACA Compliance Plan? Uh, no ma'am, that's the MEC Enhanced. Um, I can email you the current benefit guide or the future benefit guide, if that would help. Uh, yeah, 'cause I don't see it here. Stay Healthy MEC Tela RH Plan ACA Compliance. Okay, so I see what you're at. So are you in the benefit guide? If you're in the benefit guide, go to the next page down, so it should be the- Uh, no, I'm looking at, I'm looking at the form that they want us to fill out. I don't know. Maybe it goes to ATC. Um, how much is the plan? Maybe I can find it by that. Um, so the plan that you're enrolled into is \$43.76 a week. 43. Hmm. Well, I don't even see that on here. Here, let me email you this benefit guide and I'll... That's what shows- Oh, okay. ... it's covered under that plan. Um, but the email that, for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And let's see. Bear with me one second. Let's see. Oh. Stay Healthy MEC Enhanced. Is that the one? Correct. Yes, ma'am. Okay. So here they say it's 43.81. Hmm. Uh, doesn't matter. Okay, I have that, and I also had the vision, right? Correct. Uh-huh. And that was the only two. I didn't have anything else, did I? No, ma'am. Not that I can see. Okay. Okay. That'll work for me. Is there anything else I could help you out with today, Ms. Adams? No, that will do it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful Christmas, okay? Oh, thank you. You too, and have a happy New Year. Happy New Year to you too. Bye-bye. Thank you. 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 Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, I'm calling about the open enrollment.

Speaker speaker_1: Okay. What's the staffing agency you work with?

Speaker speaker_2: Um, ATC Healthcare.

Speaker speaker_1: Okay. And what were you gonna say before I cut you off? I'm sorry.

Speaker speaker_2: Oh, no, no, no. It's okay. I just wanted to get the same plan I had last year.

Speaker speaker_1: Okay. Um, so ATC Healthcare. What's the last four of your Social?

Speaker speaker_2: 9360.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Lucinda Adams.

Speaker speaker_1: Yep. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Adams?

Speaker speaker_2: 7401 Blackman Road, Apartment 1405, Columbus, Georgia 31909.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 3/29/60.

Speaker speaker_1: And a good telephone number has a 706-681-0210.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is modsmom38yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, um, so let's see here. So I do know that everything should roll over automatically unless you wanted to make changes to the coverage, um, but you wanted to keep everything.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Is that correct?

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Okay, so I'll go ahead and keep the same coverage for you, but is there anything else I can help you out with today, Ms. Adams?

Speaker speaker_2: Yeah, they, they have this form, they say we have to fax it in.

Speaker speaker_1: Uh, unless you wanted to make changes to the coverage.

Speaker speaker_2: Okay. So as long as I don't make any changes. So right now, 'cause there's no site to go, go to, I have the, uh... Which plan is it, the MEC?

Speaker speaker_1: Yeah, the MEC Enhanced, which covers preventative healthcare services, plus hospitals, doctors and medications, yes.

Speaker speaker_2: Hmm. Okay. So for this year, we have Plus... Uh, I don't even see it on here. Is that the one that says MVP ACA Compliance Plan?

Speaker speaker_1: Uh, no ma'am, that's the MEC Enhanced. Um, I can email you the current benefit guide or the future benefit guide, if that would help.

Speaker speaker_2: Uh, yeah, 'cause I don't see it here. Stay Healthy MEC Tela RH Plan ACA Compliance.

Speaker speaker_1: Okay, so I see what you're at. So are you in the benefit guide? If you're in the benefit guide, go to the next page down, so it should be the-

Speaker speaker_2: Uh, no, I'm looking at, I'm looking at the form that they want us to fill out. I don't know. Maybe it goes to ATC. Um, how much is the plan? Maybe I can find it by that.

Speaker speaker_1: Um, so the plan that you're enrolled into is \$43.76 a week.

Speaker speaker_2: 43. Hmm. Well, I don't even see that on here.

Speaker speaker_1: Here, let me email you this benefit guide and I'll... That's what shows-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... it's covered under that plan. Um, but the email that, for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And let's see. Bear with me one second. Let's see.

Speaker speaker_2: Oh. Stay Healthy MEC Enhanced. Is that the one?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay. So here they say it's 43.81. Hmm. Uh, doesn't matter. Okay, I have that, and I also had the vision, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Uh-huh. And that was the only two. I didn't have anything else, did I?

Speaker speaker_1: No, ma'am. Not that I can see.

Speaker speaker_2: Okay. Okay. That'll work for me.

Speaker speaker_1: Is there anything else I could help you out with today, Ms. Adams?

Speaker speaker_2: No, that will do it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful Christmas, okay?

Speaker speaker_2: Oh, thank you. You too, and have a happy New Year.

Speaker speaker_1: Happy New Year to you too. Bye-bye.

Speaker speaker_2: Thank you. Bye-bye.