

Transcript: Justin

Mills-6330362941718528-6001057799913472

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? I don't know. You called me. Was there a voicemail left by any chance? Uh, I don't know. Y- I mean, I, I just missed the call and I called back. Okay. Well, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so you probably received an outbound call regarding- Oh, yeah. Yeah. No, I worked through, um, Morales, so I think you guys did call me 'cause someone tried to call me the other day and they tried to get me to go on this, uh, what's it called? Um, website and I tried to get on it, and it wouldn't let me, so I don't know. Yeah. Maybe that's why you're trying to call me. Well, I do know that Morales sent out voicemails to all of their employees letting them know that they were still in their company open enrollment period, so you had the option to enroll- Yeah, I don't- ... make changes or Enroll. ... benefits. Not having any luck with their website, so I don't know. Okay. I mean, I can get you enrolled over the phone if need be. Yeah, that works. Okay. So Morales, what's the last four of your social? Uh, 1765. And what was your first and last name? Michael with a E-L. Last name Cox. C-O-X. And for security purposes, can you verify your home address, including city, state and zip code, Michael? My home address being at a, um, a homeless shelter in Indiana. 625 Main Street, Anderson, Indiana, 46016. Okay, cool. Thanks. And your date of birth? Um, April 3rd, 19- 2024. And a good telephone number have a 765-631-4475. Yeah, that works. That's my, um, ACA phone. And the email has his lifeisgoodalways3030@gmail? Yeah. Okay. Now quick question. Did you receive a benefit guide through Morales by any chance or no? No. Uh, I got one through, uh, Ambetter Insurance Company, but, um, I don't know whether Morales wanted the same thing or not. I'm not sure. Um, okay. So I'll go ahead and email you a copy of this one just to be on the safe side. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Let's see here. And then I'll give you a brief rundown of what's offered, so just bear with me like 30 seconds, okay? All right. Okay. So I went ahead and sent that benefit guide, so you should be receiving it here momentarily. Um, now regarding through Morales, let's see here. They offer four medical plans. Um, one of them is the Stay Healthy MAC TeleRx. Now that one just covers your preventative healthcare services only, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. \$15.88 per week. Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the standard and the classic is how much the insurance carrier pays to cover things. Uh- So prime example, prime example, say you have to get surgery in a hospital under the VIP student, the insurance carrier will pay \$250 a day, while under the classic about \$500 a day. Okay. But those range from- Um. ... \$17.91 to \$19.83 per week. Uh, does it come out as like check? Correct. It's deducted weekly

from your paycheck. Yes, sir. All right. Um, I'll probably just do the regular one. I don't really want to do it at all because I don't really have money to give them. I'm not like rich or anything. No worries. I mean, I can opt you out of benefits if need be. Yeah. I mean, I have two kids and I also am homeless, so my kids don't live with me, but I'm not rich. Okay. So do you want me to go ahead and opt you out, Michael? Yeah. Have a good day. You're welcome.

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: I don't know. You called me.

Speaker speaker_1: Was there a voicemail left by any chance?

Speaker speaker_2: Uh, I don't know. Y- I mean, I, I just missed the call and I called back.

Speaker speaker_1: Okay. Well, us at Benefits in a Card, we're the benefit administrators for staffing agencies, so you probably received an outbound call regarding-

Speaker speaker_2: Oh, yeah. Yeah. No, I worked through, um, Morales, so I think you guys did call me 'cause someone tried to call me the other day and they tried to get me to go on this, uh, what's it called? Um, website and I tried to get on it, and it wouldn't let me, so I don't know. Yeah. Maybe that's why you're trying to call me.

Speaker speaker_1: Well, I do know that Morales sent out voicemails to all of their employees letting them know that they were still in their company open enrollment period, so you had the option to enroll-

Speaker speaker_2: Yeah, I don't-

Speaker speaker_1: ... make changes or

Speaker speaker_3: Enroll.

Speaker speaker_1: ... benefits.

Speaker speaker_2: Not having any luck with their website, so I don't know.

Speaker speaker_1: Okay. I mean, I can get you enrolled over the phone if need be.

Speaker speaker_2: Yeah, that works.

Speaker speaker_1: Okay. So Morales, what's the last four of your social?

Speaker speaker_2: Uh, 1765.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Michael with a E-L. Last name Cox. C-O-X.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Michael?

Speaker speaker_2: My home address being at a, um, a homeless shelter in Indiana. 625 Main Street, Anderson, Indiana, 46016.

Speaker speaker_3: Okay, cool. Thanks.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, April 3rd, 19- 2024.

Speaker speaker_1: And a good telephone number have a 765-631-4475.

Speaker speaker_2: Yeah, that works. That's my, um, ACA phone.

Speaker speaker_1: And the email has his lifeisgoodalways3030@gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Now quick question. Did you receive a benefit guide through Morales by any chance or no?

Speaker speaker_2: No. Uh, I got one through, uh, Ambetter Insurance Company, but, um, I don't know whether Morales wanted the same thing or not. I'm not sure.

Speaker speaker_1: Um, okay. So I'll go ahead and email you a copy of this one just to be on the safe side. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Let's see here. And then I'll give you a brief rundown of what's offered, so just bear with me like 30 seconds, okay?

Speaker speaker_2: All right.

Speaker speaker_1: Okay. So I went ahead and sent that benefit guide, so you should be receiving it here momentarily. Um, now regarding through Morales, let's see here. They offer four medical plans. Um, one of them is the Stay Healthy MAC TeleRx. Now that one just covers your preventative healthcare services only, like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: \$15.88 per week. Then they have two other medical plans, the VIP plans. Those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the standard and the classic is how much the insurance carrier pays to cover things.

Speaker speaker_2: Uh-

Speaker speaker_1: So prime example, prime example, say you have to get surgery in a hospital under the VIP student, the insurance carrier will pay \$250 a day, while under the classic about \$500 a day.

Speaker speaker_2: Okay.

Speaker speaker_1: But those range from-

Speaker speaker_2: Um.

Speaker speaker_1: ... \$17.91 to \$19.83 per week.

Speaker speaker_2: Uh, does it come out as like check?

Speaker speaker_1: Correct. It's deducted weekly from your paycheck. Yes, sir.

Speaker speaker_2: All right. Um, I'll probably just do the regular one. I don't really want to do it at all because I don't really have money to give them. I'm not like rich or anything.

Speaker speaker_1: No worries. I mean, I can opt you out of benefits if need be.

Speaker speaker_2: Yeah. I mean, I have two kids and I also am homeless, so my kids don't live with me, but I'm not rich.

Speaker speaker_1: Okay. So do you want me to go ahead and opt you out, Michael?

Speaker speaker_2: Yeah. Have a good day.

Speaker speaker_1: You're welcome.