

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Call. This is Pamela speaking. How may I help you? Uh, yes, uh, my name is, uh, Vandy Keo. I work, uh, with, uh, Tiara. Okay. And, uh, I'm, uh, looking for... I want to ask you about the, uh, the, the ins- the insurance for the, for the health ho-... Okay. You want information on the health benefits? Yes. Okay. And you work for Terra? Yes. May I have the last four digits of your Social so I could pull up your file? Uh, 6464. Your first and last name, sir? Uh, first name is, uh, Vandy. The last name Keo. K-E-O. Okay, Mr. Keo, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 2034 South 292 2nd Street, uh, Federal Way, Washington, 98003. And the date of birth, um, 06/07/1962. Thank you. Uh, let's see. We have a telephone number on file, 254-301-2779. Yes. And your email is your first name, letter K, @yahoo.com. Dot com? Okay. And do you know what plan would you like to enroll to, sir? Um... I don't know. That's why I call ask you- ... which one. Just pick up for me. I think, though, they do have, uh, different medical plans. Yeah. And let's see what they offering this year. That call VIP Standard, VIP Plus, they are a bundle. Um, they do have a complete guide with the prices and everything that they offer. If you would like, I could go ahead and send it to you, so you could see everything that they offer in your email. Yes. You still have until the 3rd of January to enroll. Yeah. Um, let's see. So there you are able... Wait me one sec. Okay. So they have got a plan called the Stay Healthy, VIP Standard bundle, the VIP Plus the bundle. And they have the options like short-term disability, dental, vision, life, and I- ID Social Plus. Mm-hmm. Um, they also offer a prescription plan, and they have a plan called the MVP plan, which is more towards the traditional plan. And they have a- Mm-hmm. ... but it has a really high deductible that you have to pay before they start covering you 100%, which is \$6,500. And the premium is monthly. Um, so let's see. So the Stay Healthy, it costs \$17.96 for employee only. The VIP Standard bundle, it costs \$23.02. And the VIP Plus is \$36.97. Do you want me to send you the, uh, the benefit guide? No, that, that one there, the option, let's just say, like, uh, uh, the low one, like, \$7 something like that- 7.96. Oh, \$7.96 per month? 17. Oh, \$17 per month, right? And it's weekly. Oh, weekly, not, not per month, right? \$17. No, not those plan, no. Oh. Yeah, these are insurance are not like the major insurance. Um, they already have that set amount that they're gonna pay. Let's say if you take this, that, the VIP Standard and you want to go- Yeah. ... to doctor's visit. Uh, uh. Yeah. They only cover \$50 towards the visit, and you have four visits per year. The VIP Plus covers \$100 and the same amount of, of visits. That one, they, they only charge, uh, uh, per visit, right? Excuse me? They are very like... They charge per week, right? Yeah. Okay. Only the MVP it will be monthly- They are... ... but I believe they will deduct it every week. Oh. This one like they include like, uh, the- the- the health benefit and the dental too together or totally separate? If- if they have what

separate? Uh, the dental. Dental and- and the health benefit. Yes, it is separate. Oh, separate. Dental and vision, yes. Oh. Do you know how much for the dental? The dental by itself cost \$3.63. Oh, \$3.63, okay. Um, yes just um... No? Send it to me by- Okay. ... maybe by email. Yeah, I will take a look on it and yeah. It will- it will be coming from info app benefits in a card. Check your spam and junk mail, it might go there. Oh, yeah. Okay. Anything else I can do for you, sir? Uh, no, that's it for today. All right, thank you for giving us a call today. Have a great rest of the day, sir. Oh, one more thing. Like when they offer the... What- when they offer for not... I cannot enroll them anymore? Until the 3rd- What date? The last day is the 3rd of January. The last day of, uh, January? Okay, I got it. All right. All right, thank you. Anything else I can do for you? That's it. All right, thank you for giving us a call today. Have a great rest of the day, Mr. Carl. You too. 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 Center Call. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh, yes, uh, my name is, uh, Vandy Keo. I work, uh, with, uh, Tiara.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And, uh, I'm, uh, looking for... I want to ask you about the, uh, the, the ins- the insurance for the, for the health ho-...

Speaker speaker\_1: Okay. You want information on the health benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you work for Terra?

Speaker speaker\_2: Yes.

Speaker speaker\_1: May I have the last four digits of your Social so I could pull up your file?

Speaker speaker\_2: Uh, 6464.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Uh, first name is, uh, Vandy. The last name Keo. K-E-O.

Speaker speaker\_1: Okay, Mr. Keo, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Uh, 2034 South 292 2nd Street, uh, Federal Way, Washington, 98003. And the date of birth, um, 06/07/1962.

Speaker speaker\_1: Thank you. Uh, let's see. We have a telephone number on file, 254-301-2779.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is your first name, letter K, @yahoo.com.

Speaker speaker\_2: Dot com? Okay.

Speaker speaker\_1: And do you know what plan would you like to enroll to, sir?

Speaker speaker\_2: Um... I don't know. That's why I call ask you- ... which one. Just pick up for me.

Speaker speaker\_1: I think, though, they do have, uh, different medical plans.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And let's see what they offering this year. That call VIP Standard, VIP Plus, they are a bundle. Um, they do have a complete guide with the prices and everything that they offer. If you would like, I could go ahead and send it to you, so you could see everything that they offer in your email.

Speaker speaker\_2: Yes.

Speaker speaker\_1: You still have until the 3rd of January to enroll.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, let's see. So there you are able... Wait me one sec. Okay. So they have got a plan called the Stay Healthy, VIP Standard bundle, the VIP Plus the bundle. And they have the options like short-term disability, dental, vision, life, and I- ID Social Plus.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, they also offer a prescription plan, and they have a plan called the MVP plan, which is more towards the traditional plan. And they have a-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... but it has a really high deductible that you have to pay before they start covering you 100%, which is \$6,500. And the premium is monthly. Um, so let's see. So the Stay Healthy, it costs \$17.96 for employee only. The VIP Standard bundle, it costs \$23.02. And the VIP Plus is \$36.97. Do you want me to send you the, uh, the benefit guide?

Speaker speaker\_2: No, that, that one there, the option, let's just say, like, uh, uh, the low one, like, \$7 something like that-

Speaker speaker\_1: 7.96.

Speaker speaker\_2: Oh, \$7.96 per month?

Speaker speaker\_1: 17.

Speaker speaker\_2: Oh, \$17 per month, right?

Speaker speaker\_1: And it's weekly.

Speaker speaker\_2: Oh, weekly, not, not per month, right? \$17.

Speaker speaker\_1: No, not those plan, no.

Speaker speaker\_2: Oh.

Speaker speaker\_1: Yeah, these are insurance are not like the major insurance. Um, they already have that set amount that they're gonna pay. Let's say if you take this, that, the VIP Standard and you want to go-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... to doctor's visit. Uh, uh.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: They only cover \$50 towards the visit, and you have four visits per year. The VIP Plus covers \$100 and the same amount of, of visits.

Speaker speaker\_2: That one, they, they only charge, uh, uh, per visit, right?

Speaker speaker\_1: Excuse me?

Speaker speaker\_2: They are very like... They charge per week, right?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Only the MVP it will be monthly-

Speaker speaker\_2: They are...

Speaker speaker\_1: ... but I believe they will deduct it every week.

Speaker speaker\_2: Oh. This one like they include like, uh, the- the- the health benefit and the dental too together or totally separate?

Speaker speaker\_1: If- if they have what separate?

Speaker speaker\_2: Uh, the dental. Dental and- and the health benefit.

Speaker speaker\_1: Yes, it is separate.

Speaker speaker\_2: Oh, separate.

Speaker speaker\_1: Dental and vision, yes.

Speaker speaker\_2: Oh. Do you know how much for the dental?

Speaker speaker\_1: The dental by itself cost \$3.63.

Speaker speaker\_2: Oh, \$3.63, okay. Um, yes just um... No? Send it to me by-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... maybe by email. Yeah, I will take a look on it and yeah.

Speaker speaker\_1: It will- it will be coming from info app benefits in a card. Check your spam and junk mail, it might go there.

Speaker speaker\_2: Oh, yeah.

Speaker speaker\_1: Okay. Anything else I can do for you, sir?

Speaker speaker\_2: Uh, no, that's it for today.

Speaker speaker\_1: All right, thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: Oh, one more thing. Like when they offer the... What- when they offer for not... I cannot enroll them anymore?

Speaker speaker\_1: Until the 3rd-

Speaker speaker\_2: What date?

Speaker speaker\_1: The last day is the 3rd of January.

Speaker speaker\_2: The last day of, uh, January? Okay, I got it.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: Anything else I can do for you?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right, thank you for giving us a call today. Have a great rest of the day, Mr. Carl.

Speaker speaker\_2: You too. Thank you. Bye-bye.