

Transcript: Pearl

Rojas-4834026482253824-6587162431537152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with? Yeah, Pearl, this is 2861CAR. And how can I assist you? Yeah, um, I'm trying to enroll and I, I talked to somebody earlier, so, uh, let me give you my Social Security number and you can look at my profile, because I'm- Okay, I need- ... trying to, uh, change, change the insurance. Okay. The coverage. What... Okay. What's the name of the staffing agency you work for and the last four of your Social? Uh, it's MAU and then, uh, it's 1375. Okay, and if you can confirm your address and date of birth. Yeah. 550 Apple Valley Road, Duncan, South Carolina, 10-20-1978. Okay. And I'm sorry, you said Duncan? Yeah, Duncan, South Carolina. South Carolina. Let me make sure. 2934. Okay, let me change that. Okay, and I have your... You need to confirm your date of birth? Yeah, 10-20-1978. Okay, I have your phone number as 273-0761-11. Yes. And I have your email address as S-O-P-H-E-D-A-R-A dot... No, it's S-O-P-H as in- Yep. ... Hero. E-A-R-A. Hello? Can you guys hear me? You said S-O-P-H-E-D-A-R-A? Mm-hmm..rab@yahoo.com. All righty. Great. So I went ahead and got that down. So, it looks like we do have a pending enrollment for you for dental, term life, vision and MEC Enhanced, which is your medical and preventive health in one for employee plus family, and you said you wanted to make some changes? Yes. Um, I want to stay with the, with the, the, the Stay Healthy MEC, the \$69.24. Okay. Okay, with that then the changes that I want to make, um, I want to keep the dental for the family, the 14.01, and then I don't need the disability, um, and the life is just for me. Okay. Uh, the \$2.11. Okay. And then on the vision. Okay. Uh, I want it for the family, the \$7.62. And then, uh... All righty. I don't need the critical illness. And then I do need the accidental. All righty. So we're doing... For me. Okay. For the \$2.14. Did you want that for just yourself or okay, just? Yeah. All righty. Anything else? And I think that's it. That's the changes that I needed. Yeah, I just want to make sure the, the family's covered for the dental and, and I have the life insurance for me and the vision for the family. And I don't need the critical illness, I just need the accidental. Okay. And I think that's it. So what's the total of that come up? It's coming up to \$95.02 a week. How much? \$95.02. Okay. The, so on this, so what's the difference between the, for the Stay Healthy plan, for the \$17 and the other one for the \$69, what's, what's the difference between there? So the Stay Healthy for 17.19 and the, um, Enhanced for 69.24? Yeah. Yeah. What's the- Um, so the one for 17.19 is just preventive health, so it's just your annual physical, immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of things. To where the Enhanced is your preventive health includes that, the, all that I mentioned right now, plus your, um, medical portion which is like your primary care visits, specialty care visits, um, urgent care, hospital admission, it covers all that as well. Okay. With the, with, with the deductible, right? With the, with the copay. Yeah. Okay, so what's the, what's the difference

between the \$37.29 and the \$54 and... For the family plan. So it's \$54.25, that one doesn't have copays or deductibles, but, uh, it's, it doesn't have copays or deductibles and so they cover the services at a set dollar amount. So instead of, like with the one you have now, the one you chose currently, that plan, once you pay the copay, the remainder of the bill is covered by the insurance company, and the other plan for 20, for \$54.25, they only cover a certain amount and then you're responsible for the remainder of the bill. Oh, okay. I gotcha. Okay, yeah, we'll, we'll stick with the 69.24, because you never know what's going to happen. All right. Yeah, exactly. Okay, so that brings- That's what I'm looking at. ... your deductions to, to \$95.02. Okay, \$95.02. Okay. All right. And it will take one to, um, it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active and then later that week you'll receive your preventive health, vision and dental cards in the mail, and your medical will go to your email. Okay. Sounds good. All righty. Do you have any other questions? No, that'll be it. Okay. All right, thank you so much for calling. Okay, appreciate it. Have a good day. You as well. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else am I speaking with?

Speaker speaker_2: Yeah, Pearl, this is 2861CAR.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yeah, um, I'm trying to enroll and I, I talked to somebody earlier, so, uh, let me give you my Social Security number and you can look at my profile, because I'm-

Speaker speaker_1: Okay, I need-

Speaker speaker_2: ... trying to, uh, change, change the insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: The coverage.

Speaker speaker_1: What... Okay. What's the name of the staffing agency you work for and the last four of your Social?

Speaker speaker_2: Uh, it's MAU and then, uh, it's 1375.

Speaker speaker_1: Okay, and if you can confirm your address and date of birth.

Speaker speaker_2: Yeah. 550 Apple Valley Road, Duncan, South Carolina, 10-20-1978.

Speaker speaker_1: Okay. And I'm sorry, you said Duncan?

Speaker speaker_2: Yeah, Duncan, South Carolina.

Speaker speaker_1: South Carolina. Let me make sure.

Speaker speaker_2: 2934.

Speaker speaker_1: Okay, let me change that. Okay, and I have your... You need to confirm your date of birth?

Speaker speaker_2: Yeah, 10-20-1978.

Speaker speaker_1: Okay, I have your phone number as 273-0761-11.

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as S-O-P-H-E-D-A-R-A dot...

Speaker speaker_2: No, it's S-O-P-H as in-

Speaker speaker_1: Yep.

Speaker speaker_2: ... Hero. E-A-R-A.

Speaker speaker_1: Hello?

Speaker speaker_2: Can you guys hear me?

Speaker speaker_1: You said S-O-P-H-E-D-A-R-A?

Speaker speaker_2: Mm-hmm..rab@yahoo.com.

Speaker speaker_1: All righty. Great. So I went ahead and got that down. So, it looks like we do have a pending enrollment for you for dental, term life, vision and MEC Enhanced, which is your medical and preventive health in one for employee plus family, and you said you wanted to make some changes?

Speaker speaker_2: Yes. Um, I want to stay with the, with the, the, the Stay Healthy MEC, the \$69.24.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay, with that then the changes that I want to make, um, I want to keep the dental for the family, the 14.01, and then I don't need the disability, um, and the life is just for me.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, the \$2.11.

Speaker speaker_1: Okay.

Speaker speaker_2: And then on the vision.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, I want it for the family, the \$7.62. And then, uh...

Speaker speaker_1: All righty.

Speaker speaker_2: I don't need the critical illness. And then I do need the accidental.

Speaker speaker_1: All righty. So we're doing...

Speaker speaker_2: For me.

Speaker speaker_1: Okay.

Speaker speaker_2: For the \$2.14.

Speaker speaker_1: Did you want that for just yourself or okay, just?

Speaker speaker_2: Yeah.

Speaker speaker_1: All righty. Anything else?

Speaker speaker_2: And I think that's it. That's the changes that I needed. Yeah, I just want to make sure the, the family's covered for the dental and, and I have the life insurance for me and the vision for the family. And I don't need the critical illness, I just need the accidental.

Speaker speaker_1: Okay.

Speaker speaker_2: And I think that's it. So what's the total of that come up?

Speaker speaker_1: It's coming up to \$95.02 a week.

Speaker speaker_2: How much?

Speaker speaker_1: \$95.02.

Speaker speaker_2: Okay. The, so on this, so what's the difference between the, for the Stay Healthy plan, for the \$17 and the other one for the \$69, what's, what's the difference between there?

Speaker speaker_1: So the Stay Healthy for 17.19 and the, um, Enhanced for 69.24?

Speaker speaker_2: Yeah. Yeah. What's the-

Speaker speaker_1: Um, so the one for 17.19 is just preventive health, so it's just your annual physical, immunizations, some STD screenings, some cancer screenings, blood pressure, diabetes, those kind of things. To where the Enhanced is your preventive health includes that, the, all that I mentioned right now, plus your, um, medical portion which is like your primary care visits, specialty care visits, um, urgent care, hospital admission, it covers all that as well.

Speaker speaker_2: Okay. With the, with, with the deductible, right?

Speaker speaker_1: With the, with the copay.

Speaker speaker_2: Yeah. Okay, so what's the, what's the difference between the \$37.29 and the \$54 and... For the family plan.

Speaker speaker_1: So it's \$54.25, that one doesn't have copays or deductibles, but, uh, it's, it doesn't have copays or deductibles and so they cover the services at a set dollar amount. So instead of, like with the one you have now, the one you chose currently, that plan, once you pay the copay, the remainder of the bill is covered by the insurance company, and the other plan for 20, for \$54.25, they only cover a certain amount and then you're responsible for the remainder of the bill.

Speaker speaker_2: Oh, okay. I gotcha. Okay, yeah, we'll, we'll stick with the 69.24, because you never know what's going to happen.

Speaker speaker_1: All right. Yeah, exactly. Okay, so that brings-

Speaker speaker_2: That's what I'm looking at.

Speaker speaker_1: ... your deductions to, to \$95.02.

Speaker speaker_2: Okay, \$95.02. Okay.

Speaker speaker_1: All right. And it will take one to, um, it will take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active and then later that week you'll receive your preventive health, vision and dental cards in the mail, and your medical will go to your email.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All righty. Do you have any other questions?

Speaker speaker_2: No, that'll be it. Okay.

Speaker speaker_1: All right, thank you so much for calling.

Speaker speaker_2: Okay, appreciate it. Have a good day.

Speaker speaker_1: You as well.

Speaker speaker_2: Bye-bye.