

Transcript: Pearl

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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 Hudava. Who is this speaking? Yes. Hi, Pearl. How are you? I'm good. And yourself? I'm good. Yes. My name is Kimberly Nelson and I just recently started with MAU and I was trying to do... I did everything else, but I didn't do my benefits selection and someone from MAU left me a message today. Sorry I'm getting back so late to you. I was wondering if I can do my benefits over the phone real quick? You definitely can. What are the last four digits of your social? 4113. And your address and date of birth? So my address is 595... I... This is my mailing address. 595 South Santee Road, McClellanville, South Carolina 29458. And what is your physical address or the address you use for the staffing agency? 5500 Harbor Lake Drive, Apartment J1, Goose Creek, South Carolina 29445. Can you do that- But that address, I'm not gonna... I'm not going to be at that address in about another week or so because I'm moving. Yep. I definitely understand that. So... What is your date of birth? 01/15/76. Okay. And you said the other address is 595 South Bantee Road? 595 South, S-O-U-T-H, Santee, S-A-N-T-E-E, Road. McClellanville is M-C-C-L-E L-L-A-N-V-I-L-L-E, South Carolina 29458. Do you have that? Yes. Okay. And I have your phone number as 1804? Correct. And I have your email address as kimberlynelson76@gmail.com? Correct. All right. Okay. So yes, it looks like we received an enrollment form for you from MAU but it was left blank. Right. This afternoon. Do you know what you're wanting to enroll in today? Uh, I can go into medical, dental and vision if that's offered. Yes, they definitely are. There are four different medical plans you can choose from. Um, there's two plans that don't have copays or deductibles. They're Insure Plus plans. Is the coverage just for yourself? Yes. It should- So the Insure Plus... Okay, so the Insure Plus Basic is \$17.39 a week. The Insure Plus Enhanced is \$24.69 a week. The difference between these two plans is the dollar amount that they cover for each service. And then they also offer MEC Enhanced. This plan does have copays. You pay the copay- Mm-hmm. ... the rest of the bill is covered by the insurance carrier. And this plan is \$23.89 a week. What are the copays? Oh, go... For that one? Yes. Okay. I'll do the first one, the 17. Okay. So for your medical, dental and vision for just yourself, your weekly deductions would be \$23.05. Well, wait, but we didn't do dental. I mean, I, I didn't hear you say anything about dental. The dental plan is \$2.58. Oh, okay.

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 Hudava. Who is this speaking?

Speaker speaker_2: Yes. Hi, Pearl. How are you?

Speaker speaker_1: I'm good. And yourself?

Speaker speaker_2: I'm good. Yes. My name is Kimberly Nelson and I just recently started with MAU and I was trying to do... I did everything else, but I didn't do my benefits selection and someone from MAU left me a message today. Sorry I'm getting back so late to you. I was wondering if I can do my benefits over the phone real quick?

Speaker speaker_1: You definitely can. What are the last four digits of your social?

Speaker speaker_2: 4113.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: So my address is 595... I... This is my mailing address. 595 South Santee Road, McClellanville, South Carolina 29458.

Speaker speaker_1: And what is your physical address or the address you use for the staffing agency?

Speaker speaker_2: 5500 Harbor Lake Drive, Apartment J1, Goose Creek, South Carolina 29445.

Speaker speaker_1: Can you do that-

Speaker speaker_2: But that address, I'm not gonna... I'm not going to be at that address in about another week or so because I'm moving.

Speaker speaker_1: Yep. I definitely understand that.

Speaker speaker_2: So...

Speaker speaker_1: What is your date of birth?

Speaker speaker_2: 01/15/76.

Speaker speaker_1: Okay. And you said the other address is 595 South Bantee Road?

Speaker speaker_2: 595 South, S-O-U-T-H, Santee, S-A-N-T-E-E, Road. McClellanville is M-C-C-L-E L-L-A-N-V-I-L-L-E, South Carolina 29458. Do you have that?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay.

Speaker speaker_1: And I have your phone number as 1804?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as kimberlynelson76@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Okay. So yes, it looks like we received an enrollment form for you from MAU but it was left blank.

Speaker speaker_2: Right.

Speaker speaker_1: This afternoon. Do you know what you're wanting to enroll in today?

Speaker speaker_2: Uh, I can go into medical, dental and vision if that's offered.

Speaker speaker_1: Yes, they definitely are. There are four different medical plans you can choose from. Um, there's two plans that don't have copays or deductibles. They're Insure Plus plans. Is the coverage just for yourself?

Speaker speaker_2: Yes. It should-

Speaker speaker_1: So the Insure Plus... Okay, so the Insure Plus Basic is \$17.39 a week. The Insure Plus Enhanced is \$24.69 a week. The difference between these two plans is the dollar amount that they cover for each service. And then they also offer MEC Enhanced. This plan does have copays. You pay the copay-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the rest of the bill is covered by the insurance carrier. And this plan is \$23.89 a week.

Speaker speaker_2: What are the copays? Oh, go... For that one?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. I'll do the first one, the 17.

Speaker speaker_1: Okay. So for your medical, dental and vision for just yourself, your weekly deductions would be \$23.05.

Speaker speaker_2: Well, wait, but we didn't do dental. I mean, I, I didn't hear you say anything about dental.

Speaker speaker_1: The dental plan is \$2.58.

Speaker speaker_2: Oh, okay.