

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 Huda, this is you're speaking with. Hi, good afternoon. Uh, my name is, uh, Sir Antoine Siffin. And how can I assist you? Yes. Um, I'm with ATC Agency right now and they told it's an open enrollment and I wanted to enroll, um, for benefits, for health benefits and additional other benefits. Is that something you could help me with? Uh, yes. Definitely. What are the last four digits of your social? 1910. And your address and date of birth? Address, uh, 629 East 219th Street, Unit 2, Carson, California, 90745. My date of birth is, uh, 9/2/84. All righty. And we have your phone number as 551-4360? My phone number? Yeah. Can I have your email address as antoine@hotmail.com? Yes, ma'am. Yeah. All righty. And do you know which one you want to enroll in today? Yeah, I was just kind of reviewing, uh, the forms I received in the email. So I was looking at the, the highest one. Is it the Stay Healthy MEC Enhanced? Is that the one? Uh, or is it the VIP Prime? So that one's... So, um- Sure. Go ahead. ... the difference between the two is the Prime doesn't have copays or deductibles, but they only cover each service up to a certain dollar amount. As to where the MEC Enhanced, it does have copays, but after you pay the copay, the remainder of the bill i- is taken care of by the insurance company. Oh, okay. Um, yeah, I don't mind, um, the MEC Enhanced. Okay. And is the coverage just for yourself? Yeah. Yeah. And did you want to do any other plans? Yeah. The additional, if you could add like dental, um, everything on the list, which is the dental, disability, critical, uh, life, vision, accident, all that, behavioral, uh, free Rx and virtual primary care. Just going down the list here. What's the, uh, what is that social, IDX Social Plus? I didn't... I missed that part. That is identity theft protection. Oh, identity theft protection. Okay. Um, uh, no, I'm, I'm okay with that one. Okay. So with all your selections, your weekly deductions would be \$69.05. Oh, okay. Um, oh, okay. Oh, so, so that's it. Um, am I gonna get like a, a card in the mail or anything, or? Yep. So the, the price is fine? Yes. Totally fine. Yeah. All righty. So we'll take one to two weeks for the staff at DTC to start making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your preventative health, dental and medical card in... I'm sorry, the preventative health, dental and vision card in the mail, and your medical will go to your email. Um, the- Okay. ... the MEC plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Okay. Okay. And then, uh, to your email will be sent a, um, an email from info@benefitsinacard.com and it's, uh, for your behavioral health. Once you become active, you'll be able to go through the steps and activate that behavioral health. Um, we use the behavioral health services. Um, did you have any questions? Um, no, that's it. I was going through all, reading all of this in the information. So thank you though for, um, covering me. No problem. Thank you so much for calling. You

have a great day. You too. 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 Huda, this is you're speaking with.

Speaker speaker_2: Hi, good afternoon. Uh, my name is, uh, Sir Antoine Siffin.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes. Um, I'm with ATC Agency right now and they told it's an open enrollment and I wanted to enroll, um, for benefits, for health benefits and additional other benefits. Is that something you could help me with?

Speaker speaker_1: Uh, yes. Definitely. What are the last four digits of your social?

Speaker speaker_2: 1910.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: Address, uh, 629 East 219th Street, Unit 2, Carson, California, 90745. My date of birth is, uh, 9/2/84.

Speaker speaker_1: All righty. And we have your phone number as 551-4360?

Speaker speaker_2: My phone number? Yeah.

Speaker speaker_1: Can I have your email address as antoine@hotmail.com?

Speaker speaker_2: Yes, ma'am. Yeah.

Speaker speaker_1: All righty. And do you know which one you want to enroll in today?

Speaker speaker_2: Yeah, I was just kind of reviewing, uh, the forms I received in the email. So I was looking at the, the highest one. Is it the Stay Healthy MEC Enhanced? Is that the one? Uh, or is it the VIP Prime?

Speaker speaker_1: So that one's... So, um-

Speaker speaker_2: Sure. Go ahead.

Speaker speaker_1: ... the difference between the two is the Prime doesn't have copays or deductibles, but they only cover each service up to a certain dollar amount. As to where the MEC Enhanced, it does have copays, but after you pay the copay, the remainder of the bill is taken care of by the insurance company.

Speaker speaker_2: Oh, okay. Um, yeah, I don't mind, um, the MEC Enhanced.

Speaker speaker_1: Okay. And is the coverage just for yourself?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: And did you want to do any other plans?

Speaker speaker_2: Yeah. The additional, if you could add like dental, um, everything on the list, which is the dental, disability, critical, uh, life, vision, accident, all that, behavioral, uh, free Rx and virtual primary care. Just going down the list here. What's the, uh, what is that social, IDX Social Plus? I didn't... I missed that part.

Speaker speaker_1: That is identity theft protection.

Speaker speaker_2: Oh, identity theft protection. Okay. Um, uh, no, I'm, I'm okay with that one.

Speaker speaker_1: Okay. So with all your selections, your weekly deductions would be \$69.05.

Speaker speaker_2: Oh, okay. Um, oh, okay. Oh, so, so that's it. Um, am I gonna get like a, a card in the mail or anything, or?

Speaker speaker_1: Yep. So the, the price is fine?

Speaker speaker_2: Yes. Totally fine. Yeah.

Speaker speaker_1: All righty. So we'll take one to two weeks for the staff at DTC to start making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your preventative health, dental and medical card in... I'm sorry, the preventative health, dental and vision card in the mail, and your medical will go to your email. Um, the-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the MEC plan is under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And then, uh, to your email will be sent a, um, an email from info@benefitsinacard.com and it's, uh, for your behavioral health. Once you become active, you'll be able to go through the steps and activate that behavioral health. Um, we use the behavioral health services. Um, did you have any questions?

Speaker speaker_2: Um, no, that's it. I was going through all, reading all of this in the information. So thank you though for, um, covering me.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.