

Transcript: VICTORIA

Taylor-4580446860525568-6442329745965056

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Mario? Hello? Hello? Hi, am I - Hello? With who? Mario? Yes. This is him. Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for MAU. Oh, hey. How you doing? Good. Um, I'm calling because we received, uh, a enrollment form that you filled out and signed on the 9th of January. Yeah. Um, on the enrollment form, it looks like you selected a couple different medical plans to enroll into. Uh, and- Yeah, uh... I- I was trying to, uh, correct that 'cause I was looking at it and I was like, "Oh, I messed up." Um, I want the- the medical plan that's, uh, that has dental and, uh, dental- dental and vision and regular medical for full coverage, actually. Okay, so a couple of things. Dental and vision are separate entirely from the medical. Um- Okay. Now we don't offer major medical coverage, so this is not gonna be comparable to Blue Cross Blue Shield or United Health. It's not gonna c- it's not gonna cover a large portion of the medical bills. Okay, that's fine. So, um, I see on the form you selected the StayHealthy MEC, uh, the Ensure Plus Enhanced, and the StayHealthy MEC Enhance. Uh, you just can't do both StayHealthy plans, so I was calling to see specifically which one you were wanting. The Stay- StayHealthy Enhanced. Okay. The second one you said. Gotcha. And then I do see the, um... I see the short-term disability, the term life, vision, critical illness, group accident, behavioral health, and the IDX Social Plus selected. Are you wanting those as well? Yes. Okay. Now I don't see dental. Are you wanting to add on dental? Yes. Okay. Alrighty. Uh, well, that's all I needed to verify with you. I will go ahead and process the enrollment. Um, and just to make sure you're wanting the beneficiary for the term life to be your son, Ethan McDaniel? Yes. Okay. Alrighty. Do you have any questions or concerns for me? No, uh... Yes. Uh, for my benefesh- beneficiary, would you need his, uh, social? Uh, no. Just a name in relation to you. Okay. All right. All right. Thank you so much. You're welcome. You have a wonderful day. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, is this Mario? Hello? Hello?

Speaker speaker_0: Hi, am I -

Speaker speaker_1: Hello? With who?

Speaker speaker_0: Mario?

Speaker speaker_1: Yes. This is him.

Speaker speaker_0: Hey, this is Victoria with Benefits and a Card. Uh, we administer medical insurance for MAU.

Speaker speaker_1: Oh, hey. How you doing?

Speaker speaker_0: Good. Um, I'm calling because we received, uh, a enrollment form that you filled out and signed on the 9th of January.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, on the enrollment form, it looks like you selected a couple different medical plans to enroll into. Uh, and-

Speaker speaker_1: Yeah, uh... I- I was trying to, uh, correct that 'cause I was looking at it and I was like, "Oh, I messed up." Um, I want the- the medical plan that's, uh, that has dental and, uh, dental- dental and vision and regular medical for full coverage, actually.

Speaker speaker_0: Okay, so a couple of things. Dental and vision are separate entirely from the medical. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Now we don't offer major medical coverage, so this is not gonna be comparable to Blue Cross Blue Shield or United Health. It's not gonna c- it's not gonna cover a large portion of the medical bills.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: So, um, I see on the form you selected the StayHealthy MEC, uh, the Ensure Plus Enhanced, and the StayHealthy MEC Enhance. Uh, you just can't do both StayHealthy plans, so I was calling to see specifically which one you were wanting.

Speaker speaker_1: The Stay- StayHealthy Enhanced.

Speaker speaker_0: Okay.

Speaker speaker_1: The second one you said.

Speaker speaker_0: Gotcha. And then I do see the, um... I see the short-term disability, the term life, vision, critical illness, group accident, behavioral health, and the IDX Social Plus selected. Are you wanting those as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now I don't see dental. Are you wanting to add on dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Alrighty. Uh, well, that's all I needed to verify with you. I will go ahead and process the enrollment. Um, and just to make sure you're wanting the beneficiary for the term life to be your son, Ethan McDaniel?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Alrighty. Do you have any questions or concerns for me?

Speaker speaker_1: No, uh... Yes. Uh, for my benefesh- beneficiary, would you need his, uh, social?

Speaker speaker_0: Uh, no. Just a name in relation to you.

Speaker speaker_1: Okay. All right. All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a wonderful day. Thank you. Bye-bye.