

## **Transcript: VICTORIA**

**Taylor-4598156442255360-4763426918023168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Irvin? Yes. Who is this? This is Victoria with Benefits and a Card, uh, we administer medical insurance for MAU. Yes. Hey, um, so I'm looking at a enrollment form that you recently filled out. Um, it look- looks like back on, actually, back in February, the 12th of February. Um, on the form you did select a couple different things to enroll into, um, but I'm calling specifically 'cause you selected both MEC medical plans and you can't have those, so I was just calling to verify what you were wanting to enroll into for medical. I was just trying to do the one that had the dental included. So none of our medical plans include dental. Uh, dental and vision would be separate- Well, I- not the dental, the eye. The eye. I think it was the eyes, yeah. Yeah, dental and vision are- The vision- ... separate plans from medical. Okay. Mm, 'cause I have medical insurance right here. Okay. So are you just wanting dental and vision then? Yes. Okay. Dental and vision for employee only? Yes. Okay. I will make a note. I see here that we still have to verify your eligibility, um, on our end, but I will make a note that that's what you're wanting to enroll into. Okay, thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Ms. Irvin?

Speaker speaker\_2: Yes. Who is this?

Speaker speaker\_1: This is Victoria with Benefits and a Card, uh, we administer medical insurance for MAU.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Hey, um, so I'm looking at a enrollment form that you recently filled out. Um, it look- looks like back on, actually, back in February, the 12th of February. Um, on the form you did select a couple different things to enroll into, um, but I'm calling specifically 'cause you selected both MEC medical plans and you can't have those, so I was just calling to verify what you were wanting to enroll into for medical.

Speaker speaker\_2: I was just trying to do the one that had the dental included.

Speaker speaker\_1: So none of our medical plans include dental. Uh, dental and vision would be separate-

Speaker speaker\_2: Well, I- not the dental, the eye. The eye. I think it was the eyes, yeah.

Speaker speaker\_1: Yeah, dental and vision are-

Speaker speaker\_2: The vision-

Speaker speaker\_1: ... separate plans from medical.

Speaker speaker\_2: Okay. Mm, 'cause I have medical insurance right here.

Speaker speaker\_1: Okay. So are you just wanting dental and vision then?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Dental and vision for employee only?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I will make a note. I see here that we still have to verify your eligibility, um, on our end, but I will make a note that that's what you're wanting to enroll into.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: Thank you. Bye-bye.