

Transcript: VICTORIA

Taylor-4619028659224576-5006344632451072

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hi, is this Anita? Yes. Hey, this is Victoria with Benefits on a Card. We administer medical insurance for HSS. Uh-huh. Um, and I'm just calling because we did receive a enrollment form that you signed and dated on the 6th of January. Uh-huh. So on the form, it looks like you selected, uh, three different medical plans. Uh-huh. Um, and we were unsure of which medical plan you were wanting. Um, for me and for my husband, but, um, I was trying to just apply for dental, medical. I don't know if... Are those different things or one is in all the plans? Yeah, so there's, uh, you know, dental and vision. There's things like life, um, short-term disability being offered as well. But the reason why I'm calling is because on the enrollment form, you selected three different medical plans. You selected the Stay Healthy MEC TeleRx, the VIP Standard, and the Stay Healthy MEC Enhanced. Unfortunately, you just can't have both Stay Healthy plans. Okay. No problem. Well, whichever one I could have is fine. Okay, I can't suggest or enroll you into a specific one. You would need to tell me which one you're wanting. Um, which one is the best one? Like for me and for my husband. So a- again, I can't suggest which one's the best plan because they all work differently. So the Stay Healthy MEC TeleRx, that plan specifically covers your preventative healthcare and it covers that at 100% as long as you stay in network. So it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to PreRx, which is like a prescription plan, and it also comes with a virtual urgent care. Okay. Um, then the VIP Standard is a hospital indemnity plan, so it does not cover preventative care like the Stay Healthy MEC TeleRx does, but it does provide coverage for things like, you know, if you have to go to a physician's office, if you get admitted to the hospital, or if you have to go to the emergency room. Uh-huh. Then we also have the Stay Healthy MEC Enhanced, which is the only one that's gonna cover preventative and non-preventative medical together. Okay, so what plan I want, the Stay Healthy? The Stay Healthy MEC Enhanced that covers preventative- Yeah.... and non-preventative? Yes. Okay, and then I also see that you selected the dental for you and your spouse. Was there anything else you wanted to enroll into? No, that was it. Okay. So just to let you know, we do have to still verify your eligibility- Uh-huh.... um, just to verify that you're even eligible to enroll at this point. But I will go ahead and make a note of everything that you're wanting. Mm-hmm. Um, and just to make su- make sure, you're just wanting it for you and your spouse, correct? Yes. Yes. Okay, I did see two dependent children listed on the form, so I just wanted to verify. Yeah, I just... Just those kids. Yes. Just those kids. Not my kids. Okay. Yeah. All right. Well, that's all I needed to verify with you. I'll make note of what you're wanting and then, yeah, that's all I needed. Thank you so much. I really appreciate your help. Yes, ma'am. Have a good day. Same to you. Okay.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hi, is this Anita? Yes. Hey, this is Victoria with Benefits on a Card. We administer medical insurance for HSS. Uh-huh. Um, and I'm just calling because we did receive a enrollment form that you signed and dated on the 6th of January. Uh-huh. So on the form, it looks like you selected, uh, three different medical plans. Uh-huh. Um, and we were unsure of which medical plan you were wanting. Um, for me and for my husband, but, um, I was trying to just apply for dental, medical. I don't know if... Are those different things or one is in all the plans? Yeah, so there's, uh, you know, dental and vision. There's things like life, um, short-term disability being offered as well. But the reason why I'm calling is because on the enrollment form, you selected three different medical plans. You selected the Stay Healthy MEC TeleRx, the VIP Standard, and the Stay Healthy MEC Enhanced. Unfortunately, you just can't have both Stay Healthy plans. Okay. No problem. Well, whichever one I could have is fine. Okay, I can't suggest or enroll you into a specific one. You would need to tell me which one you're wanting. Um, which one is the best one? Like for me and for my husband. So a-again, I can't suggest which one's the best plan because they all work differently. So the Stay Healthy MEC TeleRx, that plan specifically covers your preventative healthcare and it covers that at 100% as long as you stay in network. So it covers things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription to PreRx, which is like a prescription plan, and it also comes with a virtual urgent care. Okay. Um, then the VIP Standard is a hospital indemnity plan, so it does not cover preventative care like the Stay Healthy MEC TeleRx does, but it does provide coverage for things like, you know, if you have to go to a physician's office, if you get admitted to the hospital, or if you have to go to the emergency room. Uh-huh. Then we also have the Stay Healthy MEC Enhanced, which is the only one that's gonna cover preventative and non-preventative medical together. Okay, so what plan I want, the Stay Healthy? The Stay Healthy MEC Enhanced that covers preventative- Yeah.... and non-preventative? Yes. Okay, and then I also see that you selected the dental for you and your spouse. Was there anything else you wanted to enroll into? No, that was it. Okay. So just to let you know, we do have to still verify your eligibility- Uh-huh.... um, just to verify that you're even eligible to enroll at this point. But I will go ahead and make a note of everything that you're wanting. Mm-hmm. Um, and just to make su- make sure, you're just wanting it for you and your spouse, correct? Yes. Yes. Okay, I did see two dependent children listed on the form, so I just wanted to verify. Yeah, I just... Just those kids. Yes. Just those kids. Not my kids. Okay. Yeah. All right. Well, that's all I needed to verify with you. I'll make note of what you're wanting and then, yeah, that's all I needed. Thank you so much. I really appreciate your help. Yes, ma'am. Have a good day. Same to you. Okay.