

Transcript: VICTORIA

Taylor-4795518410342400-5720274965938176

Full Transcript

What? Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I have a missed call for you all. Okay. Did anyone leave a voicemail? No, ma'am. Okay. Um, so we administer medical insurance if you work through, like, a staffing or a temp agency. Okay. Uh, I do work through a temp agency. It's, uh, and Riker. Okay. Let me pull up your files so I can see who made a call to you. What's the last four of your Social? 9783. And your first and last name? Mike Reggie Stevens. Okay. Do you mind verifying your address and date of birth? Uh, 1003 Coolidge Street, uh, June 11, 1994. Phone number is 662-491-4628? Yes, ma'am. And then email is firststandlastname1@gmail.com. Yes, ma'am. Okay. So it looks like we received a enrollment form that you filled out. Mm-hmm. And on the form you selected the MEC TeleRx and the VIP Standard for employee only, but you also selected to, to, uh, decline. So we were just unsure if you were wanting to enroll or if you were wanting to decline. Uh, like... Uh, what's the benefits of it, if you'll explain them to me? So the plans that you selected, the MEC TeleRx is a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Um, it does also come with virtual urgent care as well as a subscription to FreeRx. And then the VIP Standard is our hospital indemnity plan which provides coverage, like if you were to be admitted to the hospital, if you have to go to the emergency room or just a regular physician's office. Um, now this is not major medical insurance, so it is not gonna cover a large portion of the medical bills. Um, but with the VIP Standard, it's gonna pay a set dollar amount towards the different benefits and then you would pay the remainder of the bill. Okay. Okay. Okay. Uh, no, ma'am I don't think I will, uh, go on... go on with it. Okay. So you do not want to enroll? No, ma'am. Okay. Alrighty, well, that's all we were contacting you about. I will make a note you're not interested and you're good to go from here. Okay. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: What?

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_0: Yes, I have a missed call for you all.

Speaker speaker_1: Okay. Did anyone leave a voicemail?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Um, so we administer medical insurance if you work through, like, a staffing or a temp agency.

Speaker speaker_0: Okay. Uh, I do work through a temp agency. It's, uh, and Riker.

Speaker speaker_1: Okay. Let me pull up your files so I can see who made a call to you. What's the last four of your Social?

Speaker speaker_0: 9783.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Mike Reggie Stevens.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_0: Uh, 1003 Coolidge Street, uh, June 11, 1994.

Speaker speaker_1: Phone number is 662-491-4628?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And then email is firstandlastname1@gmail.com.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. So it looks like we received a enrollment form that you filled out.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And on the form you selected the MEC TeleRx and the VIP Standard for employee only, but you also selected to, to, uh, decline. So we were just unsure if you were wanting to enroll or if you were wanting to decline.

Speaker speaker_0: Uh, like... Uh, what's the benefits of it, if you'll explain them to me?

Speaker speaker_1: So the plans that you selected, the MEC TeleRx is a preventative medical plan. It covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay within the multi-plan network. Um, it does also come with virtual urgent care as well as a subscription to FreeRx. And then the VIP Standard is our hospital indemnity plan which provides coverage, like if you were to be admitted to the hospital, if you have to go to the emergency room or just a regular physician's office. Um, now this is not major medical insurance, so it is not gonna cover a large portion of the medical bills. Um, but with the VIP Standard, it's gonna pay a set dollar amount towards the different benefits and then you would pay the remainder of the bill.

Speaker speaker_0: Okay. Okay. Okay. Uh, no, ma'am I don't think I will, uh, go on... go on with it.

Speaker speaker_1: Okay. So you do not want to enroll?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. Alrighty, well, that's all we were contacting you about. I will make a note you're not interested and you're good to go from here.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Thank you. Bye-bye.