

Transcript: VICTORIA

Taylor-4800447303565312-6063159870406656

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hey, is this Ms. Lyana Young? Yes, this is she. Hey, this is Victoria with Benefits on a Card. Um, I am calling in- on behalf of HSS Hospitality Staffing Solutions. Yes, ma'am. Hey, so I'm looking at a enrollment form that you signed and dated on the 10th of April. Um, it looks- Mm-hmm. ... like, I see, uh, the vision is selected, the FreeRx and the Virtual Primary Care is selected but it's, uh, selected for Employee Plus Family, and I only see a dependent child with this. So are you just wanting that for you and your child? Yes, ma'am. Okay, give me one second. And then... Okay, so let me just see. FreeRx and a Virtual Primary Care. Okay, and then just to make sure I got it right, um, first name is L-Y-A-N-A, middle name is- Is I. ... D' - oh with an I in it. Yes, ma'am. Gotcha. Sometimes it looks the same for I and L for me, it gets me a little confused. Mm-hmm. And then, let's see, middle name is D-Apostrophe A-R-I-Y-A-H? Yes, ma'am. All right, and then date of birth is gonna be 02/07/2019. Yes, ma'am. Is that a female or a male? Female. Okay. And then social for them is 892017459? Yes, ma'am. Okay, perfect. All righty, well that is all I needed to verify with you. I will go ahead and process the enrollment for that. Um, so just to let you know, it looks like the FreeRx and the, uh, Virtual Primary Care and the vision for Employee Plus Child comes out to a total of \$18.55 a week. Okay, yes, ma'am. All righty. Um, was there any questions or concerns maybe you had for me? Um, with, um, the... So that means I can go to a primary care doctor and then go to, um, like, telemedicine? That's what that is? Yeah, so the, um, primary care, that Virtual Primary Care, it's all virtual. Oh, so they don't have a regular primary care? Um... I mean- I mean, there, there is a few different medical plans being offered through HSS. Um, now the medical plans, they just kinda depend on, you know, the plan itself. Um, I know, like... Okay, so the Stay Healthy MUC Enhanced medical plan I see does have primary care visits, um, under that plan. There is a \$10 copay per visit, um, and it looks like you're limited to four visits annually per person. And then for that plan specifically for Employee Plus Children, it's \$70.31 a week. Hmm. 'Cause I needed a plan where we could go to the doctor, like a p- to get a primary care doctor. I- that's what I thought, thought I was clicking, where I had, I thought I had the option between the both of them. Yeah, that Virtual Primary Care is specifically just for virtual, um, appointments. Now, like I said, there's other plans being offered. Did you want me to send you a copy of the benefits guide so that you can look over that? Yes, ma'am. Okay. Um, and do you just want me to hold off on the enrollment until you look over that information? Yes, ma'am, 'cause I would like to see what kind of plan you guys offer and see which one is best for me. Okay. Um, so I'll just make a file for you in our system, and then when you're ready to enroll, just give us a call back. They typically, uh, with you being a new hire, they give you- Mm-hmm. ... 30 days from the date of your first check to get enrolled. So as long as you call within that window, we can get you enrolled. Yes, ma'am. All righty. Well, I will send some

more information to your email and, uh, just give us a call back if you have any questions or you're ready to enroll. Yes, ma'am. Thank you. You're welcome. Have a good day. All right, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_1: Hey, is this Ms. Lyana Young?

Speaker speaker_2: Yes, this is she.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Um, I am calling in- on behalf of HSS Hospitality Staffing Solutions.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Hey, so I'm looking at a enrollment form that you signed and dated on the 10th of April. Um, it looks-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... like, I see, uh, the vision is selected, the FreeRx and the Virtual Primary Care is selected but it's, uh, selected for Employee Plus Family, and I only see a dependent child with this. So are you just wanting that for you and your child?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, give me one second. And then... Okay, so let me just see. FreeRx and a Virtual Primary Care. Okay, and then just to make sure I got it right, um, first name is L-Y-A-N-A, middle name is-

Speaker speaker_2: Is I.

Speaker speaker_1: ... D' - oh with an I in it.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Gotcha. Sometimes it looks the same for I and L for me, it gets me a little confused.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then, let's see, middle name is D-Apostrophe A-R-I-Y-A-H?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and then date of birth is gonna be 02/07/2019.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Is that a female or a male?

Speaker speaker_2: Female.

Speaker speaker_1: Okay. And then social for them is 892017459?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, perfect. All righty, well that is all I needed to verify with you. I will go ahead and process the enrollment for that. Um, so just to let you know, it looks like the FreeRx and the, uh, Virtual Primary Care and the vision for Employee Plus Child comes out to a total of \$18.55 a week.

Speaker speaker_2: Okay, yes, ma'am.

Speaker speaker_1: All righty. Um, was there any questions or concerns maybe you had for me?

Speaker speaker_2: Um, with, um, the... So that means I can go to a primary care doctor and then go to, um, like, telemedicine? That's what that is?

Speaker speaker_1: Yeah, so the, um, primary care, that Virtual Primary Care, it's all virtual.

Speaker speaker_2: Oh, so they don't have a regular primary care?

Speaker speaker_1: Um...

Speaker speaker_2: I mean-

Speaker speaker_1: I mean, there, there is a few different medical plans being offered through HSS. Um, now the medical plans, they just kinda depend on, you know, the plan itself. Um, I know, like... Okay, so the Stay Healthy MUC Enhanced medical plan I see does have primary care visits, um, under that plan. There is a \$10 copay per visit, um, and it looks like you're limited to four visits annually per person. And then for that plan specifically for Employee Plus Children, it's \$70.31 a week.

Speaker speaker_2: Hmm. 'Cause I needed a plan where we could go to the doctor, like a p- to get a primary care doctor. I- that's what I thought, thought I was clicking, where I had, I thought I had the option between the both of them.

Speaker speaker_1: Yeah, that Virtual Primary Care is specifically just for virtual, um, appointments. Now, like I said, there's other plans being offered. Did you want me to send you a copy of the benefits guide so that you can look over that?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, and do you just want me to hold off on the enrollment until you look over that information?

Speaker speaker_2: Yes, ma'am, 'cause I would like to see what kind of plan you guys offer and see which one is best for me.

Speaker speaker_1: Okay. Um, so I'll just make a file for you in our system, and then when you're ready to enroll, just give us a call back. They typically, uh, with you being a new hire, they give you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 30 days from the date of your first check to get enrolled. So as long as you call within that window, we can get you enrolled.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Well, I will send some more information to your email and, uh, just give us a call back if you have any questions or you're ready to enroll.

Speaker speaker_2: Yes, ma'am. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Thank you. Bye-bye.