

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Victoria, this is John Pack. I was callin' 'cause, uh, I'm wantin' to add my wife to my insurance. Okay. What's the name of the agency you work for? Uh, Surge. Okay. And the last four of your social? 1339. Okay. Give me just a few seconds. You said your first name is John? Yes. Is that all I can? Have you received your first paycheck from Surge yet? No. I don't get it until next week. Okay, so I don't even have a file for you in the system. Do you know, like, what plan you're wanting to enroll into specifically? No. Well, I g- I guess, the same one that, uh, they give you, whatever that is. I don't know what it is. I didn't ask. Okay. So, um, just to let you know, there's multiple plans to choose from, but the one that they, like, automatically enroll you into is the, uh, MUC TeleRx. This plan specifically covers your preventative healthcare, so that would be, like, yearly physicals, vaccinations and preventative screenings at 100%. However, you do have to stay within the network. Um, now it does also come with a subscription to FreeRx, which is like a prescription plan, and then it also comes with virtual urgent care. But that's pretty much- Okay. ... all that this plan is gonna cover, is your preventative services. Okay. Uh, I need one that'll cover, like, the, uh, the office... doctor office visits and, uh, prescriptions. You got one like that? Um, well, we do have two other plans, our Hospital Indemnity plans, the VIP Standard and the VIP Classic. Now, neither one of these plans are gonna cover your preventative services like the Stay Healthy does, but th- yes, they do cover, you know, physician office visits, urgent care, emergency room, if you were to be admitted to the hospital, and they do also have coverage for prescriptions. All right. How much are- The only difference... Sure, I'll go over the pricing with you. The only difference, before I get to that, between the VIP Standard and the VIP Classic is the Classic pays just a little bit more towards your hospitalization benefits. Okay. Um, now, if you're looking at doing coverage for you and your spouse, the VIP Standard is \$33.46 a week, and then the VIP Classic is gonna be \$37.95 a week. Uh, we'll go with the first, the Standard. Okay. Um- Can I go ahead and enroll on that now, before I get my first check? Yeah. I can go ahead and get the enrollment started. I just need to make a file for you. Um- Okay. So I know you said your first name is John. What is your last name again? Pack. P-A-C-K. Okay. And then your full social? 40202 13 39. Okay. And then your date of birth? 08/22/69. And then what is your mailing address? It's 3203 East New Frankfort Road, Stockburgh, Indiana. What's the, uh, zip code for that area? 47170. ... 17170. Okay. Okay. Just to make sure I got the street address correct, you said 3203 East... What was after East? New. New- Frankfort. ... Frankfort Road? Yep. Okay. And then, uh, the phone number, uh, you're calling from, would that be a good phone number for you? Yes, ma'am. All right. And lastly, what is a good email? Uh, it's pacmanjohn, that's P-A-C-M-A-N-J-O-H-N, 1969, @gmail.com. Gotcha. All right, and then is the VIP Standard the only thing that you would like to enroll into? Yeah. Okay. So- Um, like

you said, it'd cover the doctor's and the prescriptions and stuff. Yeah, that's all I need. Okay. I was just seeing if you're wanting things like dental, vision, term life, any of the other policies being offered. No. Okay. So the... Again, just to remind you, the weekly deduction for the VIP Standard, employee plus spouse, would be \$33.46 a week. Okay. And then let me go ahead and get your spouse listed as well. What is, uh, their name? Name is Sandra Butcher-Pack. Can you spell the first part of the last name? B-A-C-K. Oh, m- m- my bad. It's B-U-T C-H-E-R, then a hyphen, and Pack. All right. And then, let's see. And then just to make sure, first name is S-A-N-D-R-A, right? Yes. Okay. Yes. Gotcha. I always want to make sure I get everything right. And, uh, what is her date of birth? Uh, well... 1566. And then full social. Uh, just a second. I'll have to ask her that. I, I ain't got her social yet. Gotcha. Give me one second. Okay. What's your social, honey? Social security number? 406- 406- 13- 13- 2514. 2514. Come up here. All right, just gonna repeat that. 406-█- 13-2514. Yep. All right. Let me make sure your profile goes through. Come here, bud. All right, our systems are just being a little slow but it went through. No worry. So you are good to go. Um, now what's going to happen from here is it is going to take about one to two weeks for the enrollment to be processed through your payroll department. It's not necessarily going to come out on your first paycheck. It can take up to two weeks before the deduction is made out of your check. All right. So I would just keep an eye on your pay s- your first couple of pay stubs. Once you, uh, do see that deduction come out of your check, the coverage will start the following Monday. And then once it is active, the ID card is made and sent to you, and it's actually sent to you by email versus being sent out in the mail. You both are only going to- Oh, okay. ... get one card. So your spouse doesn't get a separate card. It should say employee plus spouse on there, and then once your provider plugs in all the information that's listed on it, they will see that your spouse is a listed, uh, encovered dependent. Okay. Now how would I, uh... Well, I'm working and she... Say I'm working and she's going to the doctor, do I have to email her the card or that how I do that? You could do that. Yeah, you could do that. Once you get, uh, the email from, uh, the carrier, which is American Public Life, that's more than like, I- likely where it'll come from is... I don't know the specific email address they use but it's American Public Life. So once you get that email with the ID card, you can forward it over to her email so that she has it for her records. But you guys could also... You should be able to print it out off of your email and if you want to print two copies, you can do that. Um- Yeah, probably be less instead of digging through the emails all the time. Yeah. Right. And, and another thing that you can do is once the coverage is actually showing active in our systems, you can call us back at benefits on a card and we can then put in a request to have a physical copy mailed to you guys. Okay, yeah. That sounds like a good i- good plan right there. All righty. Huh. Um, was there anything else maybe you had questions on? No ma'am, that'll be it. All right, you have a wonderful day. I... You too. Thank you. Thanks. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Victoria, this is John Pack. I was callin' 'cause, uh, I'm wantin' to add my wife to my insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 1339.

Speaker speaker_0: Okay. Give me just a few seconds. You said your first name is John?

Speaker speaker_1: Yes. Is that all I can?

Speaker speaker_0: Have you received your first paycheck from Surge yet?

Speaker speaker_1: No. I don't get it until next week.

Speaker speaker_0: Okay, so I don't even have a file for you in the system. Do you know, like, what plan you're wanting to enroll into specifically?

Speaker speaker_1: No. Well, I g- I guess, the same one that, uh, they give you, whatever that is. I don't know what it is. I didn't ask.

Speaker speaker_0: Okay. So, um, just to let you know, there's multiple plans to choose from, but the one that they, like, automatically enroll you into is the, uh, MUC TeleRx. This plan specifically covers your preventative healthcare, so that would be, like, yearly physicals, vaccinations and preventative screenings at 100%. However, you do have to stay within the network. Um, now it does also come with a subscription to FreeRx, which is like a prescription plan, and then it also comes with virtual urgent care. But that's pretty much-

Speaker speaker_1: Okay.

Speaker speaker_0: ... all that this plan is gonna cover, is your preventative services.

Speaker speaker_1: Okay. Uh, I need one that'll cover, like, the, uh, the office... doctor office visits and, uh, prescriptions. You got one like that?

Speaker speaker_0: Um, well, we do have two other plans, our Hospital Indemnity plans, the VIP Standard and the VIP Classic. Now, neither one of these plans are gonna cover your preventative services like the Stay Healthy does, but th- yes, they do cover, you know, physician office visits, urgent care, emergency room, if you were to be admitted to the hospital, and they do also have coverage for prescriptions.

Speaker speaker_1: All right. How much are-

Speaker speaker_0: The only difference... Sure, I'll go over the pricing with you. The only difference, before I get to that, between the VIP Standard and the VIP Classic is the Classic pays just a little bit more towards your hospitalization benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now, if you're looking at doing coverage for you and your spouse, the VIP Standard is \$33.46 a week, and then the VIP Classic is gonna be \$37.95 a week.

Speaker speaker_1: Uh, we'll go with the first, the Standard.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: Can I go ahead and en- en- enroll on that now, before I get my first check?

Speaker speaker_0: Yeah. I can go ahead and get the enrollment started. I just need to make a file for you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: So I know you said your first name is John. What is your last name again?

Speaker speaker_1: Pack. P-A-C-K.

Speaker speaker_0: Okay. And then your full social?

Speaker speaker_1: 40202 13 39.

Speaker speaker_0: Okay. And then your date of birth?

Speaker speaker_1: 08/22/69.

Speaker speaker_0: And then what is your mailing address?

Speaker speaker_1: It's 3203 East New Frankfort Road, Stockburgh, Indiana.

Speaker speaker_0: What's the, uh, zip code for that area?

Speaker speaker_1: 47170.

Speaker speaker_0: ... 17170. Okay. Okay. Just to make sure I got the street address correct, you said 3203 East... What was after East?

Speaker speaker_1: New.

Speaker speaker_0: New-

Speaker speaker_1: Frankfort.

Speaker speaker_0: ... Frankfort Road?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And then, uh, the phone number, uh, you're calling from, would that be a good phone number for you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. And lastly, what is a good email?

Speaker speaker_1: Uh, it's pacmanjohn, that's P-A-C-M-A-N-J-O-H-N, 1969, @gmail.com.

Speaker speaker_0: Gotcha. All right, and then is the VIP Standard the only thing that you would like to enroll into?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Um, like you said, it'd cover the doctor's and the prescriptions and stuff. Yeah, that's all I need.

Speaker speaker_0: Okay. I was just seeing if you're wanting things like dental, vision, term life, any of the other policies being offered.

Speaker speaker_1: No.

Speaker speaker_0: Okay. So the... Again, just to remind you, the weekly deduction for the VIP Standard, employee plus spouse, would be \$33.46 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And then let me go ahead and get your spouse listed as well. What is, uh, their name?

Speaker speaker_1: Name is Sandra Butcher-Pack.

Speaker speaker_0: Can you spell the first part of the last name?

Speaker speaker_1: B-A-C-K. Oh, m- m- my bad. It's B-U-T C-H-E-R, then a hyphen, and Pack.

Speaker speaker_0: All right. And then, let's see. And then just to make sure, first name is S-A-N-D-R-A, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Gotcha. I always want to make sure I get everything right. And, uh, what is her date of birth?

Speaker speaker_1: Uh, well... 1566.

Speaker speaker_0: And then full social.

Speaker speaker_1: Uh, just a second. I'll have to ask her that. I, I ain't got her social yet.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Give me one second.

Speaker speaker_0: Okay.

Speaker speaker_1: What's your social, honey? Social security number?

Speaker speaker_2: 406-

Speaker speaker_1: 406-

Speaker speaker_2: 13-

Speaker speaker_1: 13-

Speaker speaker_2: 2514.

Speaker speaker_1: 2514.

Speaker speaker_2: Come up here.

Speaker speaker_0: All right, just gonna repeat that. 406-■- 13-2514.

Speaker speaker_1: Yep.

Speaker speaker_0: All right. Let me make sure your profile goes through.

Speaker speaker_2: Come here, bud.

Speaker speaker_0: All right, our systems are just being a little slow but it went through.

Speaker speaker_1: No worry.

Speaker speaker_0: So you are good to go. Um, now what's going to happen from here is it is going to take about one to two weeks for the enrollment to be processed through your payroll department. It's not necessarily going to come out on your first paycheck. It can take up to two weeks before the deduction is made out of your check.

Speaker speaker_1: All right.

Speaker speaker_0: So I would just keep an eye on your pay s- your first couple of pay stubs. Once you, uh, do see that deduction come out of your check, the coverage will start the following Monday. And then once it is active, the ID card is made and sent to you, and it's actually sent to you by email versus being sent out in the mail. You both are only going to-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... get one card. So your spouse doesn't get a separate card. It should say employee plus spouse on there, and then once your provider plugs in all the information that's listed on it, they will see that your spouse is a listed, uh, encovered dependent.

Speaker speaker_1: Okay. Now how would I, uh... Well, I'm working and she... Say I'm working and she's going to the doctor, do I have to email her the card or that how I do that?

Speaker speaker_0: You could do that. Yeah, you could do that. Once you get, uh, the email from, uh, the carrier, which is American Public Life, that's more than like, I- likely where it'll come from is... I don't know the specific email address they use but it's American Public Life. So once you get that email with the ID card, you can forward it over to her email so that she has it for her records. But you guys could also... You should be able to print it out off of your

email and if you want to print two copies, you can do that. Um-

Speaker speaker_1: Yeah, probably be less instead of digging through the emails all the time.

Speaker speaker_0: Yeah.

Speaker speaker_1: Right.

Speaker speaker_0: And, and another thing that you can do is once the coverage is actually showing active in our systems, you can call us back at benefits on a card and we can then put in a request to have a physical copy mailed to you guys.

Speaker speaker_1: Okay, yeah. That sounds like a good i- good plan right there.

Speaker speaker_0: All righty.

Speaker speaker_1: Huh.

Speaker speaker_0: Um, was there anything else maybe you had questions on?

Speaker speaker_1: No ma'am, that'll be it.

Speaker speaker_0: All right, you have a wonderful day.

Speaker speaker_1: I... You too. Thank you.

Speaker speaker_0: Thanks. Bye-bye.

Speaker speaker_1: Bye.