

Transcript: VICTORIA

Taylor-5060911311142912-5670351265644544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes. Um, I was calling because I was interested in enrolling for medical benefits. Okay, sure. What's the name of the agency you work for? Uh... It's, uh, it's Azimuth. Versetella? Versetella? Yeah. Okay. And the last four of your Social? Uh, 5705. And your first and last name for me. First name, Marcus, last name, Coley. How do you spell your last name? C-O-L-E-Y. And my first name is, uh, M-A-R-K-I-S. Hmm. I don't see that you have a file with Versetella. Have you received your first check from them yet? Uh, yeah, I've been with them for, uh, yesterday made 90 days. She told me I could enroll. And are you sure the name of the staffing agency is Versetella? Uh, they also go by, uh, Azimuth. Yeah, I'm not aware of that name. Hold on. Let me, let me look at this email. Okay. One sec. Yeah, it's, uh, Versetella. Does it say Tara Staffing as well? Versetella Tara Staffing? Uh, yeah, yes, uh... Yes. Yeah, for some reason, I'm not showing you in our system. Um, and you said you've been with them at least 90 days? Yes. Are you a temp with them or are you a direct hire? Uh, I'm a temp. Huh. Okay. Um, give me just a few seconds, if you will. I'm gonna put you on a brief hold. Sure. Alrighty, thank you so much for holding. Uh, do you... Is the, is the agent you work with possibly go by ASG? I think so, 'cause that's who, uh, when I get my pay stubs it, it comes from ASG. Okay, give me one second. Alrighty, it looks like I'm gonna have to make a file for you in the system. Okay. And then once I get that made, I'll be able to get you enrolled. All good. All right. What is your full social? It's, uh, 31974 5705. And your date of birth? It's 12/3/1983. All right, and then your mailing address. Uh, well, I'm moving so do I have to fill out this with my new address? Um, uh, it's up to you. Well, then why don't I have one in front of me? You can use your... We don't have a file for you. Yeah, I use my, my new address. Oh, okay yeah, the address is 1004 Spruce, S-P-R-U-C-E, Street located in Glendale Heights, Illinois. Uh, 60139, apartment 3B as in boy. Okay, and I'm sorry, what was the, um, zip code again? 60139. 60139, okay. And the phone number you're calling from, is that the best phone number for you? Uh, the best phone number is, uh, 224-830-2504. And then your email address. Uh, it's M-A-R-K-I-S C-O-L-E-Y @yahoo.com. All right, give me one second. Oh. All righty. And do you know what specific plans you're wanting to enroll into? Um... Uh, what plans you have available? Um, so we have a few different medical plans to choose from. We also have things like dental, short-term disability, term life, vision, um, ID experts which is like a anti-fraud policy, and then, uh, FreeRx which is a prescription plan. Well, I mean, all that sounds good. Okay. Um- That's ah... Yeah. So unfortunately you would have to tell me specifically what plan you're wanting to enroll into. Oh. Um, do you know about the different medical plans being offered and which one you would want? Um, no. Okay. So there's three different medical plans. There's the Stay Healthy MEC TeleRx which basically provides coverage for your preventative health care, um, so that's things like yearly physicals,

vaccinations and preventative screenings. It does cover that at 100% as long as you stay in-network. That plan does also come, uh, with a subscription automatically to FreeRx which, like I said earlier, that's a prescription plan. Um, most medications under that prescription plan are free. If it's not free, it would be at least discounted. Um, and then that plan also comes with, uh, Virtual Urgent Care. Um, now we also have our Hospital Indemnity plans, the VIP Standard, uh, bundle and the VIP+ bundle. Neither one of these plans will cover preventative care like the Stay Healthy does, but they provide coverage for like more, uh, non-preventative scenarios. So like if you were- were to be admitted to the hospital, if you have to go to the emergency room, Urgent Care, or just a normal physician's office, um, the insurance will pay us that dollar amount towards the benefits for a certain amount of days and you just pay the remainder of the bill. The only difference between the VIP Standard versus the VIP+ is the VIP+ pays a little bit more towards hospitalization. Um... Now the VIP Standard looks like it is al- it also has the Virtual Primary Care, uh, Behavioral Health and Group Accident that comes along with that. The VIP+ bundle comes with, uh, Behavioral Health and Group Accident, um, as well as, uh, Virtual Care Services. So that was just one or that was two? I'm s- They're- they're two separate policies, the VIP Standard bundle and the VIP+ bundle. Okay, but it's the same, uh, insurance provider? Yeah. So the- the- both VIP plans are, uh, through American Public Life. Okay. So- so that's just one of my options. What's the, uh, the other ones? No, so I just reviewed all the options with you. The Stay Healthy,- Oh, you did? Okay. ...MEC TeleRx. Yes, sir. So Stay Healthy MEC TeleRx which again covers just your preventative health care, and it does come with a subscription to FreeRx as well as Virtual Urgent Care. Then you have the VIP Standard bundle which is bundled with, um, like I said, the Virtual Primary Care, Behavioral Health and Group Accident. And then you have the VIP+ bundle which is, uh- Oh. ...includes Virtual Primary Care, Behavioral Health and Group Accident. Well, I would like the- the last one, the one you just explained, VIP+. Okay. So what else are you wanting to enroll into, or is that all? Uh, what else do y'all have available? Uh, the dental and vision. Okay. Yeah, so besides the dental and vision, just to let you know again, there is short-term disability being offered. There's term life, the ID experts, and that's pretty much it. Were you wanting to enroll into any of those, or just the medical, dental and vision? Uh, just the medical, dental and vision. Okay. And, uh, just for employee only? Uh, yes. Okay. So you're looking at a total of \$42.74 a week. So from here it will take about one to two weeks for the enrollment to be processed through payroll. Mm-hmm. You might not see that first deduction come out until two weeks from now. Once you do, the coverage will start the following Monday. And then once the coverage is active, the ID cards are made and sent to you within, uh, seven to ten business days. Uh, the dental and vision ID card are gonna be mailed and then the ID card for the VIP+ is typically emailed to you. Oh, okay. Yeah. All right. Well, uh- So okay, quick question. With this plan, uh, I will be able to see my- my physician, like, uh, my primary care physician? Yeah, so there is coverage for physician office visits. Uh, the insurance will pay \$100 a day for a max of four days. Oh, okay. All right then. Well, yeah, that was it. So... All righty. All right, thank you so much. You're welcome. You have a wonderful day. All right, you too. Thank you. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Uh, yes. Um, I was calling because I was interested in enrolling for medical benefits.

Speaker speaker_1: Okay, sure. What's the name of the agency you work for?

Speaker speaker_2: Uh... It's, uh, it's Azimuth. Versetella?

Speaker speaker_1: Versetella?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: Uh, 5705.

Speaker speaker_1: And your first and last name for me.

Speaker speaker_2: First name, Marcus, last name, Coley.

Speaker speaker_1: How do you spell your last name?

Speaker speaker_2: C-O-L-E-Y. And my first name is, uh, M-A-R-K-I-S.

Speaker speaker_1: Hmm. I don't see that you have a file with Versetella. Have you received your first check from them yet?

Speaker speaker_2: Uh, yeah, I've been with them for, uh, yesterday made 90 days. She told me I could enroll.

Speaker speaker_1: And are you sure the name of the staffing agency is Versetella?

Speaker speaker_2: Uh, they also go by, uh, Azimuth.

Speaker speaker_1: Yeah, I'm not aware of that name.

Speaker speaker_2: Hold on. Let me, let me look at this email.

Speaker speaker_1: Okay.

Speaker speaker_2: One sec. Yeah, it's, uh, Versetella.

Speaker speaker_1: Does it say Tara Staffing as well? Versetella Tara Staffing?

Speaker speaker_2: Uh, yeah, yes, uh... Yes.

Speaker speaker_1: Yeah, for some reason, I'm not showing you in our system. Um, and you said you've been with them at least 90 days?

Speaker speaker_2: Yes.

Speaker speaker_1: Are you a temp with them or are you a direct hire?

Speaker speaker_2: Uh, I'm a temp.

Speaker speaker_1: Huh. Okay. Um, give me just a few seconds, if you will. I'm gonna put you on a brief hold.

Speaker speaker_2: Sure.

Speaker speaker_1: Alrighty, thank you so much for holding. Uh, do you... Is the, is the agent you work with possibly go by ASG?

Speaker speaker_2: I think so, 'cause that's who, uh, when I get my pay stubs it, it comes from ASG.

Speaker speaker_1: Okay, give me one second. Alrighty, it looks like I'm gonna have to make a file for you in the system.

Speaker speaker_2: Okay.

Speaker speaker_1: And then once I get that made, I'll be able to get you enrolled.

Speaker speaker_2: All good.

Speaker speaker_1: All right. What is your full social?

Speaker speaker_2: It's, uh, 31974 5705.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It's 12/3/1983.

Speaker speaker_1: All right, and then your mailing address.

Speaker speaker_2: Uh, well, I'm moving so do I have to fill out this with my new address?

Speaker speaker_1: Um, uh, it's up to you.

Speaker speaker_2: Well, then why don't I have one in front of me?

Speaker speaker_1: You can use your... We don't have a file for you.

Speaker speaker_2: Yeah, I use my, my new address. Oh, okay yeah, the address is 1004 Spruce, S-P-R-U-C-E, Street located in Glendale Heights, Illinois. Uh, 60139, apartment 3B as in boy.

Speaker speaker_1: Okay, and I'm sorry, what was the, um, zip code again?

Speaker speaker_2: 60139.

Speaker speaker_1: 60139, okay. And the phone number you're calling from, is that the best phone number for you?

Speaker speaker_2: Uh, the best phone number is, uh, 224-830-2504.

Speaker speaker_1: And then your email address.

Speaker speaker_2: Uh, it's M-A-R-K-I-S C-O-L-E-Y @yahoo.com.

Speaker speaker_1: All right, give me one second.

Speaker speaker_2: Oh.

Speaker speaker_1: All righty. And do you know what specific plans you're wanting to enroll into?

Speaker speaker_2: Um... Uh, what plans you have available?

Speaker speaker_1: Um, so we have a few different medical plans to choose from. We also have things like dental, short-term disability, term life, vision, um, ID experts which is like a anti-fraud policy, and then, uh, FreeRx which is a prescription plan.

Speaker speaker_2: Well, I mean, all that sounds good.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: That's ah...

Speaker speaker_1: Yeah. So unfortunately you would have to tell me specifically what plan you're wanting to enroll into.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, do you know about the different medical plans being offered and which one you would want?

Speaker speaker_2: Um, no.

Speaker speaker_1: Okay. So there's three different medical plans. There's the Stay Healthy MEC TeleRx which basically provides coverage for your preventative health care, um, so that's things like yearly physicals, vaccinations and preventative screenings. It does cover that at 100% as long as you stay in-network. That plan does also come, uh, with a subscription automatically to FreeRx which, like I said earlier, that's a prescription plan. Um, most medications under that prescription plan are free. If it's not free, it would be at least discounted. Um, and then that plan also comes with, uh, Virtual Urgent Care. Um, now we also have our Hospital Indemnity plans, the VIP Standard, uh, bundle and the VIP+ bundle. Neither one of these plans will cover preventative care like the Stay Healthy does, but they provide coverage for like more, uh, non-preventative scenarios. So like if you were- were to be admitted to the hospital, if you have to go to the emergency room, Urgent Care, or just a normal physician's office, um, the insurance will pay us that dollar amount towards the benefits for a certain amount of days and you just pay the remainder of the bill. The only difference between the VIP Standard versus the VIP+ is the VIP+ pays a little bit more towards hospitalization. Um... Now the VIP Standard looks like it is al- it also has the Virtual Primary Care, uh, Behavioral Health and Group Accident that comes along with that. The VIP+ bundle comes with, uh, Behavioral Health and Group Accident, um, as well as, uh, Virtual Care Services.

Speaker speaker_2: So that was just one or that was two? I'm s-

Speaker speaker_1: They're- they're two separate policies, the VIP Standard bundle and the VIP+ bundle.

Speaker speaker_2: Okay, but it's the same, uh, insurance provider?

Speaker speaker_1: Yeah. So the- the- both VIP plans are, uh, through American Public Life.

Speaker speaker_2: Okay. So- so that's just one of my options. What's the, uh, the other ones?

Speaker speaker_1: No, so I just reviewed all the options with you. The Stay Healthy,-

Speaker speaker_2: Oh, you did? Okay.

Speaker speaker_1: ...MEC TeleRx. Yes, sir. So Stay Healthy MEC TeleRx which again covers just your preventative health care, and it does come with a subscription to FreeRx as well as Virtual Urgent Care. Then you have the VIP Standard bundle which is bundled with, um, like I said, the Virtual Primary Care, Behavioral Health and Group Accident. And then you have the VIP+ bundle which is, uh-

Speaker speaker_2: Oh.

Speaker speaker_1: ...includes Virtual Primary Care, Behavioral Health and Group Accident.

Speaker speaker_2: Well, I would like the- the last one, the one you just explained, VIP+.

Speaker speaker_1: Okay. So what else are you wanting to enroll into, or is that all?

Speaker speaker_2: Uh, what else do y'all have available? Uh, the dental and vision.

Speaker speaker_1: Okay. Yeah, so besides the dental and vision, just to let you know again, there is short-term disability being offered. There's term life, the ID experts, and that's pretty much it. Were you wanting to enroll into any of those, or just the medical, dental and vision?

Speaker speaker_2: Uh, just the medical, dental and vision.

Speaker speaker_1: Okay. And, uh, just for employee only?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. So you're looking at a total of \$42.74 a week. So from here it will take about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You might not see that first deduction come out until two weeks from now. Once you do, the coverage will start the following Monday. And then once the coverage is active, the ID cards are made and sent to you within, uh, seven to ten business days. Uh, the dental and vision ID card are gonna be mailed and then the ID card for the VIP+ is typically emailed to you.

Speaker speaker_2: Oh, okay. Yeah.

Speaker speaker_1: All right. Well, uh-

Speaker speaker_2: So okay, quick question. With this plan, uh, I will be able to see my- my physician, like, uh, my primary care physician?

Speaker speaker_1: Yeah, so there is coverage for physician office visits. Uh, the insurance will pay \$100 a day for a max of four days.

Speaker speaker_2: Oh, okay. All right then. Well, yeah, that was it. So...

Speaker speaker_1: All righty.

Speaker speaker_2: All right, thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Thank you. Bye-bye.