

Transcript: VICTORIA

Taylor-5250259396116480-4662422858678272

Full Transcript

Your call may be- Hello? ... recorded for quality assurance purposes. Hey, this is Andrew. Hello? Who's this? Hey, this is Victoria with Benefits and a Card. We administer, uh, medical insurance for Hamilton-Riker Group. Yep. Hey, um, so I'm just calling because we did receive a enrollment form that you signed and dated on the 17th. Um, it looks like on the form you selected the short-term disability, the term life, uh, the free Rx and the virtual primary care- Yeah. ... uh, to enroll into, but you also selected to not participate. So I was just calling to verify. I meant to get medical and vision, but that's all I really wanted on top of all that. I thought I clicked it. If not, I'm sorry. Okay. Um, so there's a couple different medical plans. Do you know exactly what you're wanting? I just want medical that I can use in my area. Okay, so for that, I, I wouldn't be able to tell you if there's any providers in your area. We're just your administrators. I know that the majority of our medical plans are in the MultiPlan network, so you can go onto multiplan.com or call MultiPlan and they can help you find a provider in the area. Okay. So you set me up with that. Um, but we... Okay, well, like I said, there's a, a couple different medical plans, four to be... actually, five different medical plans, to be exact. So which one are you wanting? Um... Well, let's see. Uh... What are the prices? It's only gonna be for me, so. Okay. Um, so the MUC TeleRx is \$14.92 a week for employee only. The VIP Standard is \$16.80 a week. Uh, the VIP Classic is \$18.57 a week. And then we have the Stay Healthy MUC Enhanced, which is \$42.68 a week. And then there's one other medical plan. Um, give me one second. The Minimum Value plan, which works a little bit differently than all the other plans. For this one, you pay for on a monthly basis rather than weekly. And for employee only, it's \$487.28 a week. The heck? Um, let's do the, uh, 40. The one that's \$42.68? Yeah. Okay. So you're wanting that medical plan, and then the, you're wanting vision as well? Yes. Okay. And then keep the short-term disability, term life, free Rx- Yes. ... and virtual primary care? Let's see. Give me one second. Okay. Okay, he is. All right. Yeah. He picked up the phone. Thank you for calling. Okay, so it looks like in total, you're looking at \$62.27 a week. Yes, ma'am. All righty. Um, well, I will go ahead and get you enrolled. It does typically take about one to two weeks for the enrollment to be processed through your payroll. So once you see that first deduction being made out of your check, coverage will start the following Monday. Okay. And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Yeah, I need to go back and put it in. Because mine might've gotten off or something at the goddamn job. Oh. All right. All right. And then just to make sure, you're wanting your spouse, uh, Tamika, to be the beneficiary for the term life? Um, yes. Tamika Stevenson. Okay. All righty. That's all I needed to verify with you. All right. You have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be-

Speaker speaker_1: Hello?

Speaker speaker_0: ... recorded for quality assurance purposes.

Speaker speaker_2: Hey, this is Andrew.

Speaker speaker_1: Hello? Who's this?

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. We administer, uh, medical insurance for Hamilton-Riker Group.

Speaker speaker_1: Yep.

Speaker speaker_2: Hey, um, so I'm just calling because we did receive a enrollment form that you signed and dated on the 17th. Um, it looks like on the form you selected the short-term disability, the term life, uh, the free Rx and the virtual primary care-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... uh, to enroll into, but you also selected to not participate. So I was just calling to verify.

Speaker speaker_1: I meant to get medical and vision, but that's all I really wanted on top of all that. I thought I clicked it. If not, I'm sorry.

Speaker speaker_2: Okay. Um, so there's a couple different medical plans. Do you know exactly what you're wanting?

Speaker speaker_1: I just want medical that I can use in my area.

Speaker speaker_2: Okay, so for that, I, I wouldn't be able to tell you if there's any providers in your area. We're just your administrators. I know that the majority of our medical plans are in the MultiPlan network, so you can go onto [multiplan.com](https://www.multiplan.com) or call MultiPlan and they can help you find a provider in the area.

Speaker speaker_1: Okay. So you set me up with that.

Speaker speaker_2: Um, but we... Okay, well, like I said, there's a, a couple different medical plans, four to be... actually, five different medical plans, to be exact. So which one are you wanting?

Speaker speaker_1: Um... Well, let's see. Uh... What are the prices? It's only gonna be for me, so.

Speaker speaker_2: Okay. Um, so the MUC TeleRx is \$14.92 a week for employee only. The VIP Standard is \$16.80 a week. Uh, the VIP Classic is \$18.57 a week. And then we have the Stay Healthy MUC Enhanced, which is \$42.68 a week. And then there's one other medical plan. Um, give me one second. The Minimum Value plan, which works a little bit differently

than all the other plans. For this one, you pay for on a monthly basis rather than weekly. And for employee only, it's \$487.28 a week.

Speaker speaker_1: The heck? Um, let's do the, uh, 40.

Speaker speaker_2: The one that's \$42.68?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. So you're wanting that medical plan, and then the, you're wanting vision as well?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And then keep the short-term disability, term life, free Rx-

Speaker speaker_1: Yes.

Speaker speaker_2: ... and virtual primary care? Let's see. Give me one second.

Speaker speaker_3: Okay. Okay, he is.

Speaker speaker_1: All right.

Speaker speaker_3: Yeah. He picked up the phone. Thank you for calling.

Speaker speaker_2: Okay, so it looks like in total, you're looking at \$62.27 a week.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All righty. Um, well, I will go ahead and get you enrolled. It does typically take about one to two weeks for the enrollment to be processed through your payroll. So once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_2: And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker_3: Yeah, I need to go back and put it in. Because mine might've gotten off or something at the goddamn job.

Speaker speaker_1: Oh. All right. All right.

Speaker speaker_2: And then just to make sure, you're wanting your spouse, uh, Tamika, to be the beneficiary for the term life?

Speaker speaker_1: Um, yes. Tamika Stevenson.

Speaker speaker_2: Okay. All righty. That's all I needed to verify with you.

Speaker speaker_1: All right.

Speaker speaker_2: You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: Bye-bye.