

Transcript: VICTORIA

Taylor-5736244935868416-6290632268005376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is ... Hello. ... Maria. How can I help you? Hi. Uh, well, I was, um, I... Well, I guess I'm back at call to do a open enrolling? Um, I work for CareBuilders. But I thought I already did this so I didn't know if I was supposed to do it again. Okay. Uh, let me pull up your file. What's the last four of your socials? Two, two, five, five. Your first and last name? Nisha Meslin. And do you mind verifying your address and date of birth? 215 North 39th Street, 11/19/1976, 40212 Louisville, Kentucky. I know I said it all backwards. That's fine. That's fine. Uh, phone number, 502-541-0222? Correct. And then I have email as njl19nov@gmail.com? Yeah. Yeah. Okay. So, I do see that you're enrolled into a couple different things. The, uh, Free Rx, Group Accident, Dental, Term Life, Vision, and Behavioral Health are Employee Plus Child, and then it looks like the Short-Term Disability and Critical Illness for Employee Only. Okay. Now, there was the, the... Now the Critical Illness, d- do you want, do I add anybody or is that only me? It looks like you selected it for it to be Employee Only. Okay. Actually, no. I'm sorry. It looks like it's only available for Employee Only. The same thing with- Oh, okay. ... Short-Term Disability. Oh, okay. Okay. All right. So, um... Excuse me. Uh, let's see. Now what about the medical? I don't see that you're enrolled into any medical plan. Is it too late to enroll for that or is this where I do the open enrollment for that? Yeah, so the open enrollment is if you're wanting to add on or make changes to the, uh, enrollment. Okay. Yes. I would like to add on medical. Do you know what medical plan you're wanting? No. Some... Okay. Let's... Well, what about the prices? Let's go with that. All right. There's a lot of them. Okay. Um, so let's see. It looks like because everything else is Employee Plus Child, you would have to do the medical for Employee Plus Child. Uh, so there's the- Well, I don't need the... I don't need the child. Just for me. Yeah. Okay. So, since everything else you selected is for Employee Plus Child, there's not a way for me to just select the medical for Employee Only. Oh, okay. So, how much is it for Employee Only versus the Employee and Child? So, there's a few different medical plans to choose from. There's the Stay Healthy MEC TeleRx. For Employee Only that's \$16.05. For Employee Plus Children it's \$19.57. We then have the VIP+, which is \$31.71 for Employee Only. Employee Plus Child would be \$51.41. Uh, there's another plan, the VIP Prime, which for Employee Only is \$43.41 for Employee Only. And then for Employee Plus Child it would be \$71.46. We also- Okay, let's see the one for the employee, just Employee Only. I'm looking for that type. I'm looking for an insurance because I have like diabetes, high blood pressure, so I would need to get prescriptions filled and my doctor's visits and stuff like that. So, um, I guess the, the cheapest copay I guess that could go with that type of plan. Okay. So, unfortunately I wouldn't be able to make a recommendation off of that 'cause I'm not sure which- ... specific plans are gonna provide coverage for that. Oh. What I can do is I can, um, send a copy of the benefits guide to

your email, which will go over, like, all the plans being offered, um, as well as, like, a general explanation of what they cover. Mm-hmm. And it'll go over the pricing as well if you wanna look over that and call us back. Okay. Now then you said, m- it, it's a... Where do I see this information at? I'm sorry. I'm gonna email it to you. Oh, okay. All right. Sounds good. All right, and then what time do y'all close today? 8:00 PM Eastern Time. All right. All right. Well, thank you so much. You're welcome. You have a wonderful day. You too. Thanks. Bye. Okay. 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 ...

Speaker speaker_2: Hello.

Speaker speaker_1: ... Maria. How can I help you?

Speaker speaker_2: Hi. Uh, well, I was, um, I... Well, I guess I'm back at call to do a open enrolling? Um, I work for CareBuilders. But I thought I already did this so I didn't know if I was supposed to do it again.

Speaker speaker_1: Okay. Uh, let me pull up your file. What's the last four of your socials?

Speaker speaker_2: Two, two, five, five.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Nisha Meslin.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 215 North 39th Street, 11/19/1976, 40212 Louisville, Kentucky. I know I said it all backwards.

Speaker speaker_1: That's fine. That's fine. Uh, phone number, 502-541-0222?

Speaker speaker_2: Correct.

Speaker speaker_1: And then I have email as njl19nov@gmail.com?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Okay. So, I do see that you're enrolled into a couple different things. The, uh, Free Rx, Group Accident, Dental, Term Life, Vision, and Behavioral Health are Employee Plus Child, and then it looks like the Short-Term Disability and Critical Illness for Employee Only.

Speaker speaker_2: Okay. Now, there was the, the... Now the Critical Illness, d- do you want, do I add anybody or is that only me?

Speaker speaker_1: It looks like you selected it for it to be Employee Only.

Speaker speaker_2: Okay.

Speaker speaker_1: Actually, no. I'm sorry. It looks like it's only available for Employee Only. The same thing with-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... Short-Term Disability.

Speaker speaker_2: Oh, okay. Okay. All right. So, um... Excuse me. Uh, let's see. Now what about the medical?

Speaker speaker_1: I don't see that you're enrolled into any medical plan.

Speaker speaker_2: Is it too late to enroll for that or is this where I do the open enrollment for that?

Speaker speaker_1: Yeah, so the open enrollment is if you're wanting to add on or make changes to the, uh, enrollment.

Speaker speaker_2: Okay. Yes. I would like to add on medical.

Speaker speaker_1: Do you know what medical plan you're wanting?

Speaker speaker_2: No. Some... Okay. Let's... Well, what about the prices? Let's go with that. All right. There's a lot of them.

Speaker speaker_1: Okay. Um, so let's see. It looks like because everything else is Employee Plus Child, you would have to do the medical for Employee Plus Child. Uh, so there's the-

Speaker speaker_2: Well, I don't need the... I don't need the child. Just for me.

Speaker speaker_1: Yeah. Okay. So, since everything else you selected is for Employee Plus Child, there's not a way for me to just select the medical for Employee Only.

Speaker speaker_2: Oh, okay. So, how much is it for Employee Only versus the Employee and Child?

Speaker speaker_1: So, there's a few different medical plans to choose from. There's the Stay Healthy MEC TeleRx. For Employee Only that's \$16.05. For Employee Plus Children it's \$19.57. We then have the VIP+, which is \$31.71 for Employee Only. Employee Plus Child would be \$51.41. Uh, there's another plan, the VIP Prime, which for Employee Only is \$43.41 for Employee Only. And then for Employee Plus Child it would be \$71.46. We also-

Speaker speaker_2: Okay, let's see the one for the employee, just Employee Only. I'm looking for that type. I'm looking for an insurance because I have like diabetes, high blood pressure, so I would need to get prescriptions filled and my doctor's visits and stuff like that. So, um, I guess the, the cheapest copay I guess that could go with that type of plan.

Speaker speaker_1: Okay. So, unfortunately I wouldn't be able to make a recommendation off of that 'cause I'm not sure which- ... specific plans are gonna provide coverage for that.

Speaker speaker_2: Oh.

Speaker speaker_1: What I can do is I can, um, send a copy of the benefits guide to your email, which will go over, like, all the plans being offered, um, as well as, like, a general explanation of what they cover.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And it'll go over the pricing as well if you wanna look over that and call us back.

Speaker speaker_2: Okay. Now then you said, m- it, it's a... Where do I see this information at? I'm sorry.

Speaker speaker_1: I'm gonna email it to you.

Speaker speaker_2: Oh, okay. All right. Sounds good. All right, and then what time do y'all close today?

Speaker speaker_1: 8:00 PM Eastern Time.

Speaker speaker_2: All right. All right. Well, thank you so much.

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

Speaker speaker_2: You too. Thanks. Bye.

Speaker speaker_1: Okay. Bye-bye.