

## **Transcript: VICTORIA**

**Taylor-5985286371459072-5704317127147520**

### **Full Transcript**

Thank you for calling benefits back call. This is Victoria. How can I help you? Uh, I don't know. You guys called me first, so I'm returning your call. Okay. Um, so we administer medical insurance if you happen to work, or like a staffing or temp agency. Did anyone leave like a voicemail or anything? Nope. Okay. And do you work through a staffing agency? I'm waiting to start, start work from... for one. Okay. What's the name of it? Uh, I forgot. Uh, HHS. Okay. Let me try and pull up a file for you. Would it be HSS? Something like that. And the last four of your Social? 7023. And your first and last name? Andrew Morris. Okay. Do you mind verifying your address and date of birth? 65 Heaton Place and 52776. For the address, is it in Covington, Georgia 11520? 11... Uh, no, uh, Carteret, Georgia 30016. It's Covington, Georgia- Okay. So the zip code is 30016? Yep. Okay. Phone number 516-853-9611? Mm-hmm. And then email is dondrew1976@icloud? Mm-hmm. Okay. So it looks like we received a enrollment form that you recently filled out for the medical insurance. Um, it looks like you signed it on the 19th of February. Um, and on the form you did select all of the medical plans being offered so we were unsure of what to enroll you into specifically. Um, so it looks like we just enrolled you into the MEC TelRx, the VIP Standard, uh, dental, term life, vision, and the critical illness that you selected. Were those the medical plans that you were wanting? This is weird because I haven't even started work for them yet. Yeah, so we receive this information typically during the application process. I get that, but... all right, well, I don't know what am I supposed to do from here because I, I haven't even started working for them yet. Okay. Well, this is just something that you filled out there in the application process I'm assuming, um, requesting the coverage. So are you not wanting to enroll? Because if that's the case I could just cancel it for you. Um, no, I want to enroll in the health insurance but when am I going to... I don't know when I'm supposed to start work. I haven't started work- So HSS will reach out to you directly about job assignments. We just administer the health insurance they offer. Okay. So yeah, again, the reason why we were reaching out is because on the enrollment form you selected three different medical plans, so we were just calling to verify which one you were wanting. Okay. So which plan were you wanting? Whatever is the top plan. Okay. We don't necessarily have a top plan. They all vary. Well you start with dental, right? Dental, all of that is separate. Dental, the term life, vision and critical illness, it's... is separate policies for medical. So, since we were unsure what specific medical plans you wanted, we went ahead and enrolled you into the MEC TelRx which is for your preventative care and then the VIP Standard which is for your non-preventative care. And how much does that come to a month? So you pay for the coverage on a weekly basis. For everything it looks like it would be a total of \$42.12 a week. Okay. I'm with it. Okay. Did you need help with anything else? Uh, no ma'am. Okay. You have a wonderful day. You too. Thank you. Bye-bye. Hello? Did you need me to disconnect the call? Oh, yes, ma'am. Okay. Have a good day. You

too.

## Conversation Format

Speaker speaker\_0: Thank you for calling benefits back call. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, I don't know. You guys called me first, so I'm returning your call.

Speaker speaker\_0: Okay. Um, so we administer medical insurance if you happen to work, or like a staffing or temp agency. Did anyone leave like a voicemail or anything?

Speaker speaker\_1: Nope.

Speaker speaker\_0: Okay. And do you work through a staffing agency?

Speaker speaker\_1: I'm waiting to start, start work from... for one.

Speaker speaker\_0: Okay. What's the name of it?

Speaker speaker\_1: Uh, I forgot. Uh, HHS.

Speaker speaker\_0: Okay. Let me try and pull up a file for you. Would it be HSS?

Speaker speaker\_1: Something like that.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7023.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Andrew Morris.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 65 Heaton Place and 52776.

Speaker speaker\_0: For the address, is it in Covington, Georgia 11520?

Speaker speaker\_1: 11... Uh, no, uh, Carteret, Georgia 30016. It's Covington, Georgia-

Speaker speaker\_0: Okay. So the zip code is 30016?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Phone number 516-853-9611?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then email is dondrew1976@icloud?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. So it looks like we received a enrollment form that you recently filled out for the medical insurance. Um, it looks like you signed it on the 19th of February. Um, and on the form you did select all of the medical plans being offered so we were unsure of what to enroll you into specifically. Um, so it looks like we just enrolled you into the MEC TelRx, the VIP Standard, uh, dental, term life, vision, and the critical illness that you selected. Were those the medical plans that you were wanting?

Speaker speaker\_1: This is weird because I haven't even started work for them yet.

Speaker speaker\_0: Yeah, so we receive this information typically during the application process.

Speaker speaker\_1: I get that, but... all right, well, I don't know what am I supposed to do from here because I, I haven't even started working for them yet.

Speaker speaker\_0: Okay. Well, this is just something that you filled out there in the application process I'm assuming, um, requesting the coverage. So are you not wanting to enroll? Because if that's the case I could just cancel it for you.

Speaker speaker\_1: Um, no, I want to enroll in the health insurance but when am I going to... I don't know when I'm supposed to start work. I haven't started work-

Speaker speaker\_0: So HSS will reach out to you directly about job assignments. We just administer the health insurance they offer.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So yeah, again, the reason why we were reaching out is because on the enrollment form you selected three different medical plans, so we were just calling to verify which one you were wanting.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So which plan were you wanting?

Speaker speaker\_1: Whatever is the top plan.

Speaker speaker\_0: Okay. We don't necessarily have a top plan. They all vary.

Speaker speaker\_1: Well you start with dental, right?

Speaker speaker\_0: Dental, all of that is separate. Dental, the term life, vision and critical illness, it's... is separate policies for medical. So, since we were unsure what specific medical plans you wanted, we went ahead and enrolled you into the MEC TelRx which is for your preventative care and then the VIP Standard which is for your non-preventative care.

Speaker speaker\_1: And how much does that come to a month?

Speaker speaker\_0: So you pay for the coverage on a weekly basis. For everything it looks like it would be a total of \$42.12 a week.

Speaker speaker\_1: Okay. I'm with it.

Speaker speaker\_0: Okay. Did you need help with anything else?

Speaker speaker\_1: Uh, no ma'am.

Speaker speaker\_0: Okay. You have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Did you need me to disconnect the call?

Speaker speaker\_1: Oh, yes, ma'am.

Speaker speaker\_0: Okay. Have a good day.

Speaker speaker\_1: You too.