

Transcript: VICTORIA

Taylor-6076281015812096-5782375543914496

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? Yes, uh, my name is Alvin Edwards and I work for Adept HR. And I was calling to, uh, change my enrollment benefits of... I wanna remove the, my kids and add my wife. Okay. Um, let me pull up your file. What's the last four of your Social? 4305. And then, let's see, so first name is Alvin, last name is Edwards? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? Uh, 1901 King's Town Drive, Apartment 61, Savannah, Georgia 31404. August 26, 1975. And phone number is 710-2288? Yes, ma'am. Okay. Email is alvinedwards76@yahoo. Yes, ma'am. Okay. So are you wanting to keep the same plans, the VIP Classic, MUC TeleRX, dental and vision? Yes, ma'am. Just switch it to Employee Plus Spouse? Yes, yes. Just, uh, I wanna, um, take the kids off and, uh, add- add the spouse. Okay. Give me one second. Okay. So, with doing Employee Plus Spouse, it looks like the weekly deduction would be \$70.44. Okay. And- I- I won't be able to remove the kids? Yes. I'm working on that now. Give me just one second. Okay. All righty. And what is your spouse's name? Uh, Vanessa. And Edwards for the last name? Uh, well, right now her name is still Rosales. Uh, she hadn't, um, had it changed over, but we have the degree and everything else. Can you spell that for me? R-O-S-A-L-E-S. Okay. And her date of birth? Um, day... Uh, baby, day... Uh, July 13, 1984. And then Social. Uh, Social. Social. 594-28-88-58. All righty. Got her added and took off the children and everything looks like it went through. Was there anything else you might need help with? Um, the, the, um, benefits package. I wanna try to get, like, the... I want the one that's more beneficial, you know, with the medical and dental. Um, I thought... Um, and vision. Um, I don't know what... You know, I know I was trying to get the, I guess, the, you know, the package where you know, you don't, uh... That would be more favorable, you know, when something happens. I know... You understand what I'm trying to say? Okay. So you are wanting to change the plans then, not just the coverage level? Well, I wanna, yeah, change the plan to a better plan, like, you know, when I, when I go to the dentist, you know what I'm saying? You know, they're like, "Oh, you got a fi... Um, you can only use like \$500." Or something like that. Do you have like a better plan? Not for dental or vision. We only have one plan for both of those. Okay, what about medical? So medical is kinda tricky. So you have two different medical plans. You have the MEC TeleRX which covers your preventative medical. Okay. So yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Okay. That plan also comes with virtual urgent care as well as a- Okay. ... prescription to FreeRx. Okay. Um, and then you have the hospital indemnity plan, the VIP Classic, which covers more of your non-preventative benefits. So like if you were to be admitted to the hospital, if you have to go- Mm-hmm. ... to the emergency room, urgent care or just a regular physician's office. Um, so the VIP Classic is actually the middle tier out of all

of the VIP plans we offer. We offer a VIP Standard, a VIP Classic and the VIP+. Okay. Um, now like the V-... Out of the VIP plans, the VIP+ would pay the most towards some of the hospitalization benefits. Okay. All right. Well, I'll, I'll, um, I'll keep, I'll keep aware where it's at. Okay. All righty. Uh, was there anything else you might need help with? Uh, no, that'll be... Uh, wh- when does it take effect? Well, you know, she become covered? Yeah, so it'll take about one to two weeks for, uh, the changes to be processed through your payroll. So you very well may see one to two more payroll deductions for Employee Plus Child, um, or Children. If you do, it will provide the coverage you're paying for until the change has been processed through payroll. So once you- Okay. ... see the deduction being made for Employee Plus Spouse which should come out to a total of \$70.44, the coverage for her will start the following Monday. Okay. Um, and then of course you will get new ID cards. It typically takes about seven to 10 business days to get those. Okay. Your dental, vision and the ID card for the MEC TeleRX will be mailed to you. And then the ID card for the VIP Classic will be emailed to you from the carrier. Okay. Yes, sir. Okay. Yeah, I think that's... I think that'll be all. Okay. All right. Anyway, you have a wonderful day. Okay, 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: Yes, uh, my name is Alvin Edwards and I work for Adept HR. And I was calling to, uh, change my enrollment benefits of... I wanna remove the, my kids and add my wife.

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

Speaker speaker_2: 4305.

Speaker speaker_1: And then, let's see, so first name is Alvin, last name is Edwards?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 1901 King's Town Drive, Apartment 61, Savannah, Georgia 31404. August 26, 1975.

Speaker speaker_1: And phone number is 710-2288?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Email is alvinedwards76@yahoo.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So are you wanting to keep the same plans, the VIP Classic, MUC TeleRX, dental and vision?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Just switch it to Employee Plus Spouse?

Speaker speaker_2: Yes, yes. Just, uh, I wanna, um, take the kids off and, uh, add- add the spouse.

Speaker speaker_1: Okay. Give me one second. Okay. So, with doing Employee Plus Spouse, it looks like the weekly deduction would be \$70.44.

Speaker speaker_2: Okay.

Speaker speaker_1: And-

Speaker speaker_2: I- I won't be able to remove the kids?

Speaker speaker_1: Yes. I'm working on that now. Give me just one second.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. And what is your spouse's name?

Speaker speaker_2: Uh, Vanessa.

Speaker speaker_1: And Edwards for the last name?

Speaker speaker_2: Uh, well, right now her name is still Rosales. Uh, she hadn't, um, had it changed over, but we have the degree and everything else.

Speaker speaker_1: Can you spell that for me?

Speaker speaker_2: R-O-S-A-L-E-S.

Speaker speaker_1: Okay. And her date of birth?

Speaker speaker_2: Um, day... Uh, baby, day... Uh, July 13, 1984.

Speaker speaker_1: And then Social.

Speaker speaker_2: Uh, Social. Social. 594-28-88-58.

Speaker speaker_1: All righty. Got her added and took off the children and everything looks like it went through. Was there anything else you might need help with?

Speaker speaker_2: Um, the, the, um, benefits package. I wanna try to get, like, the... I want the one that's more beneficial, you know, with the medical and dental. Um, I thought... Um, and vision. Um, I don't know what... You know, I know I was trying to get the, I guess, the, you know, the package where you know, you don't, uh... That would be more favorable, you know, when something happens. I know... You understand what I'm trying to say?

Speaker speaker_1: Okay. So you are wanting to change the plans then, not just the coverage level?

Speaker speaker_2: Well, I wanna, yeah, change the plan to a better plan, like, you know, when I, when I go to the dentist, you know what I'm saying? You know, they're like, "Oh, you got a fi-... Um, you can only use like \$500." Or something like that. Do you have like a better plan?

Speaker speaker_1: Not for dental or vision. We only have one plan for both of those.

Speaker speaker_2: Okay, what about medical?

Speaker speaker_1: So medical is kinda tricky. So you have two different medical plans. You have the MEC TeleRX which covers your preventative medical.

Speaker speaker_2: Okay.

Speaker speaker_1: So yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network.

Speaker speaker_2: Okay.

Speaker speaker_1: That plan also comes with virtual urgent care as well as a-

Speaker speaker_2: Okay.

Speaker speaker_1: ... prescription to FreeRx.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then you have the hospital indemnity plan, the VIP Classic, which covers more of your non-preventative benefits. So like if you were to be admitted to the hospital, if you have to go-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to the emergency room, urgent care or just a regular physician's office. Um, so the VIP Classic is actually the middle tier out of all of the VIP plans we offer. We offer a VIP Standard, a VIP Classic and the VIP+.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, now like the V-... Out of the VIP plans, the VIP+ would pay the most towards some of the hospitalization benefits.

Speaker speaker_2: Okay. All right. Well, I'll, I'll, um, I'll keep, I'll keep aware where it's at.

Speaker speaker_1: Okay. All righty. Uh, was there anything else you might need help with?

Speaker speaker_2: Uh, no, that'll be... Uh, wh- when does it take effect? Well, you know, she become covered?

Speaker speaker_1: Yeah, so it'll take about one to two weeks for, uh, the changes to be processed through your payroll. So you very well may see one to two more payroll deductions

for Employee Plus Child, um, or Children. If you do, it will provide the coverage you're paying for until the change has been processed through payroll. So once you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... see the deduction being made for Employee Plus Spouse which should come out to a total of \$70.44, the coverage for her will start the following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then of course you will get new ID cards. It typically takes about seven to 10 business days to get those.

Speaker speaker_2: Okay.

Speaker speaker_1: Your dental, vision and the ID card for the MEC TeleRX will be mailed to you. And then the ID card for the VIP Classic will be emailed to you from the carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Yeah, I think that's... I think that'll be all.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: Anyway, you have a wonderful day.

Speaker speaker_2: Okay, you too.

Speaker speaker_1: Thank you. Bye-bye.