

Transcript: VICTORIA

Taylor-6124374107144192-6399083705057280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits One Accard. This is Victoria. How can I help you? I need to, uh, I need to enroll. Okay. Yeah. What's the agency you work for? Care Staffing. And the last four of your Social? 4020. And then, uh, your first and last name. Antonio Rogers. Okay. Do you mind verifying your address and date of birth? 1219 Southwest 126th Street, here in Washington, 98146. 3/7/1986. Okay. And the address was 1219 Southwest 126th Street? Yeah. Okay. Uh, phone number is 206-565-4207? Yes. And then email's gonna be, um, bigbos.daddy@gmail.com? Yes. All right. Do you know exactly what you're wanting to enroll into? Uh, just something that'll be the, um, something not too expensive, you know? I'm sorry? Um, uh, just the usual. Just the usual. Okay. Um, we don't necessarily have a usual. There's a couple different things to enroll into. Um, if you'd like, I can email you the benefits guide. That way you can look over that. Um, it'll go over, like, all the plans being offered, what they cover and how much they cost. Uh, just send me the few of them, if you can, please. Just want to check. Sure. So for medical there's the Stay Healthy MEC TeleRx, uh, which is basically for your preventative health care, covers things like yearly physicals, vaccinations and preventative screenings. It also comes with a, uh, subscription of FreeRx, which is like a prescription plan. It also comes with virtual, um, urgent care. Then we have our hospital indemnity plans, the VIP-Standard and the VIP Plus, which do not cover preventatives like the Stay Healthy does, but they do provide coverage for, um, things like being admitted to the hospital, having to go to the emergency room, urgent care or regular physician's office. The only difference between the VIP Standard and the VIP Plus is the Plus pays a little bit more towards, uh, hospitalization. Then, of course, you have the add-ons like the short-term disability, the term life, dental, vision and the IDx Social Plus. Hmm. I think I'm gonna with the Standard one, the Standard hapha- Hospital. Okay, the VIP Standard? Yes. Okay. And are you just wanting that for yourself? Um, yes, please. Was there anything else that you wanted to add on? No, that'd be all. Okay. So the VIP Standard is \$23.02, and that is weekly. Um, so from here it'll take about one to two weeks for the enrollment to be processed through payroll. Once you see that first payroll deduction being made out of your check, coverage will start the following Monday. Um, and then the ID cards are made and sent to you within 7 to 10 business days of the coverage being active. Okay. Yes, sir. And let me, give me just a few seconds. Let me make sure processing everything correctly. Okay. And the VI- VIP Standard is actually like a bundle package. It's a VIP Standard bundle that comes with a group accident, virtual primary care and a behavioral health, just to let you know. Okay. Yes, sir. So I went ahead and processed that. And like I said, once you see the first deduction of \$23.02 being made out of your check, the coverage will start the following Monday. Okay. Do you need help with anything else? No, that'd be all. Thank you very much. You're welcome. You have a wonderful day. You too. Bye.

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 One Accard. This is Victoria. How can I help you?

Speaker speaker_2: I need to, uh, I need to enroll.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: What's the agency you work for?

Speaker speaker_2: Care Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4020.

Speaker speaker_1: And then, uh, your first and last name.

Speaker speaker_2: Antonio Rogers.

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

Speaker speaker_2: 1219 Southwest 126th Street, here in Washington, 98146. 3/7/1986.

Speaker speaker_1: Okay. And the address was 1219 Southwest 126th Street?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Uh, phone number is 206-565-4207?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email's gonna be, um, bigbos.daddy@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Do you know exactly what you're wanting to enroll into?

Speaker speaker_2: Uh, just something that'll be the, um, something not too expensive, you know?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Um, uh, just the usual. Just the usual.

Speaker speaker_1: Okay. Um, we don't necessarily have a usual. There's a couple different things to enroll into. Um, if you'd like, I can email you the benefits guide. That way you can

look over that. Um, it'll go over, like, all the plans being offered, what they cover and how much they cost.

Speaker speaker_2: Uh, just send me the few of them, if you can, please. Just want to check.

Speaker speaker_1: Sure. So for medical there's the Stay Healthy MEC TeleRx, uh, which is basically for your preventative health care, covers things like yearly physicals, vaccinations and preventative screenings. It also comes with a, uh, subscription of FreeRx, which is like a prescription plan. It also comes with virtual, um, urgent care. Then we have our hospital indemnity plans, the VIP-Standard and the VIP Plus, which do not cover preventatives like the Stay Healthy does, but they do provide coverage for, um, things like being admitted to the hospital, having to go to the emergency room, urgent care or regular physician's office. The only difference between the VIP Standard and the VIP Plus is the Plus pays a little bit more towards, uh, hospitalization. Then, of course, you have the add-ons like the short-term disability, the term life, dental, vision and the IDx Social Plus.

Speaker speaker_2: Hmm. I think I'm gonna with the Standard one, the Standard hapah-Hospital.

Speaker speaker_1: Okay, the VIP Standard?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And are you just wanting that for yourself?

Speaker speaker_2: Um, yes, please.

Speaker speaker_1: Was there anything else that you wanted to add on?

Speaker speaker_2: No, that'd be all.

Speaker speaker_1: Okay. So the VIP Standard is \$23.02, and that is weekly. Um, so from here it'll take about one to two weeks for the enrollment to be processed through payroll. Once you see that first payroll deduction being made out of your check, coverage will start the following Monday. Um, and then the ID cards are made and sent to you within 7 to 10 business days of the coverage being active.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. And let me, give me just a few seconds. Let me make sure processing everything correctly. Okay. And the VI- VIP Standard is actually like a bundle package. It's a VIP Standard bundle that comes with a group accident, virtual primary care and a behavioral health, just to let you know.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. So I went ahead and processed that. And like I said, once you see the first deduction of \$23.02 being made out of your check, the coverage will start the following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_2: No, that'd be all. Thank you very much.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.