

Transcript: VICTORIA

Taylor-6125509717475328-4779646416011264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Mr. Majors. Uh-huh. Hey, this is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Riker Group. Uh-huh. Um, and it looks like we received a enrollment form on the 6th of November. It looks like you requested the Stay Healthy MEC TeleRx for you and a child, but you also requested to decline, so we were unsure if you were wanting to enroll or not. Um, yeah, I, I didn't know why I messed up on that. Um, yeah, I do wanna enroll. You are wanting to enroll? Uh-huh. They told me I can go back and fix it on there once I, uh, get everything situated. Okay. Um, so I see that we still need to verify your eligibility but, um, are you wanting the MEC TeleRx or which specific plan are you wanting? Uh, just well it, it, I don't really know. I didn't say you paid... Well, yeah, I did pay attention. Um, wh- which, which ones is it? I mean, there's a few different plans to choose from. There's the MEC TeleRx, the VIP Standard, the VIP Classic, uh, there's dental, short-term disability, vision, term life, uh, critical illness, group accident, behavioral health. Yeah. I really want the dental and like the, like the hospital. I don't really go to the hospital much, but just in case. Okay. So we have two different hospital indemnity plans, the VIP Standard and the VIP Classic. Um- The VIP- ... the only difference... Sorry, what did you say? The only difference between the two is, um, the VIP Classic pays a little bit more towards the hospitalization benefits. Okay. But that's pretty much it. Okay. Yeah, I could do that one then. Okay. So the VIP Classic and then you said dental? Mm-hmm. Okay. Are you just wanting that for yourself? Yeah. Okay. So, um, of course we will have to verify your eligibility with them, but I will go ahead and make a note of what you're wanting, um, so that they know once the eligibility is verified. Um, and also, I noticed on the address, it looks like we're missing the apartment number. Oh. Oh. Um, it's 301. Oh, it's D. I put D on there. 301. Yeah, it has apartment but not a- an actual number. Yes. It's letters. Okay. It's what? 30- 301 Poage Court, um, Apartment D. And just to make sure we have that spelled correctly, it's P-O-A-G-E Court? Mm-hmm. Yeah. Yeah, because Poage, I don't ever really know how to pronounce it. Poage or Porgue. Yeah. To be honest, I'm not too sure myself. Um, all right. So let me see if there's anything else missing. Okay. All right. So I'll go ahead and make a note of what you're wanting so they know what to enroll you into once they verify your eligibility. Okay. Righty. All right. Thank you very much. Thank you so much. Mm-hmm. You have a good day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, this is Mr. Majors.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. We administer medical insurance for Hamilton Riker Group.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, and it looks like we received a enrollment form on the 6th of November. It looks like you requested the Stay Healthy MEC TeleRx for you and a child, but you also requested to decline, so we were unsure if you were wanting to enroll or not.

Speaker speaker_2: Um, yeah, I, I didn't know why I messed up on that. Um, yeah, I do wanna en- enroll.

Speaker speaker_1: You are wanting to enroll?

Speaker speaker_2: Uh-huh. They told me I can go back and fix it on there once I, uh, get everything situated.

Speaker speaker_1: Okay. Um, so I see that we still need to verify your eligibility but, um, are you wanting the MEC TeleRx or which specific plan are you wanting?

Speaker speaker_2: Uh, just well it, it, I don't really know. I didn't say you paid... Well, yeah, I did pay attention. Um, wh- which, which ones is it?

Speaker speaker_1: I mean, there's a few different plans to choose from. There's the MEC TeleRx, the VIP Standard, the VIP Classic, uh, there's dental, short-term disability, vision, term life, uh, critical illness, group accident, behavioral health.

Speaker speaker_2: Yeah. I really want the dental and like the, like the hospital. I don't really go to the hospital much, but just in case.

Speaker speaker_1: Okay. So we have two different hospital indemnity plans, the VIP Standard and the VIP Classic. Um-

Speaker speaker_2: The VIP-

Speaker speaker_1: ... the only difference...

Speaker speaker_2: Sorry, what did you say?

Speaker speaker_1: The only difference between the two is, um, the VIP Classic pays a little bit more towards the hospitalization benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: But that's pretty much it.

Speaker speaker_2: Okay. Yeah, I could do that one then.

Speaker speaker_1: Okay. So the VIP Classic and then you said dental?

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So, um, of course we will have to verify your eligibility with them, but I will go ahead and make a note of what you're wanting, um, so that they know once the eligibility is verified. Um, and also, I noticed on the address, it looks like we're missing the apartment number.

Speaker speaker_2: Oh. Oh. Um, it's 301. Oh, it's D. I put D on there. 301.

Speaker speaker_1: Yeah, it has apartment but not a- an actual number.

Speaker speaker_2: Yes. It's letters.

Speaker speaker_1: Okay.

Speaker speaker_2: It's what? 30- 301 Poage Court, um, Apartment D.

Speaker speaker_1: And just to make sure we have that spelled correctly, it's P-O-A-G-E Court?

Speaker speaker_2: Mm-hmm. Yeah. Yeah, because Poage, I don't ever really know how to pronounce it. Poage or Porgue. Yeah.

Speaker speaker_1: To be honest, I'm not too sure myself. Um, all righty. So let me see if there's anything else missing. Okay. All righty. So I'll go ahead and make a note of what you're wanting so they know what to enroll you into once they verify your eligibility.

Speaker speaker_2: Okay.

Speaker speaker_1: Righty.

Speaker speaker_2: All right. Thank you very much.

Speaker speaker_1: Thank you so much.

Speaker speaker_2: Mm-hmm. You have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Bye.