

**Transcript: VICTORIA**

**Taylor-6216329317105664-5546988997230592**

## **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Car- This is Victoria. How can I help you? Yes. Uh, I'm working through Creative Circle and I'm trying to, uh, uh, set up enrollment, and I'm having some issues on the website. Okay. What's the last four of your social? Uh, 8416. And your first and last name? Uh, say that again. Your first and last name. Uh, Ryan, last name O-U-R-A-D-N-I-K, Ouradnik. Okay. Do you mind verifying your address and date of birth? Uh, my current address is, uh, um... And, oh, maybe that's... Yeah, it's the issue. Uh, well, my date of birth is January 19th of 1979. Um, and I just moved and I changed my address. Um, it should be updated with Creative Circle. Uh, my current address is 13874 Morello Street, Garden Grove, California, uh, 92843. Okay. I'm gonna have to- . ... update it on my end. Okay. So, it was 13874. Mm-hmm. And then it's M-E-R-E-L-L-O, Morello Street, Garden Grove, California, 92843. Okay. Give me one second. Okay. Yep. And then phone number 612-860-2100? Correct. . And then email is gonna be R-U- O-U-R-A-D-N-I-K@gmail.com? Uh, yes. Okay. Um, what plans were you wanting to enroll into? Well, I'm... Uh, like I s-... I was calling because I, uh, was having issues setting up the account. And, and, uh, or what it was... I was on the demographics page and then it keeps saying that it wasn't saved. So, maybe that was... It wasn't updated? I don't know. Um, well, yeah, if I can get information, uh, 'cause there's, there's several tiers, right? There's... Okay, so now I'm, I'm seeing it. Um, so I'm seeing, uh, a Basic, the Premier and then Enhanced? Yeah, so the... I mean, there's three different Insure Plus plans: Insure Plus, Insure Plus Enhanced and Insure Plus Premier. We also have the Stay Healthy MEC TelRx. So, those- Okay. ... would be our different medical plans. So, so are some of them, uh, minimum healthcare and then some are more comprehensive? Is that how I'm understanding it? Not necessarily. What we offer is not major medicals. Right. So, it's not gonna be comparable to Blue Cross Blue Shield. Um, basically how it works is the Stay Healthy MEC TelRx covers just your preventative healthcare, so like your yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network. Mm-hmm. Um, the Stay Healthy MEC TelRx also comes with, like, virtual urgent care and then a subscription to FreeRx, which is like a prescription plan. Um, but again, the only thing that the MEC is gonna cover is your preventative healthcare, whereas the Insure Plus plans cover non-preventative. Um, so like, if you were to be admitted to the hospital, if you have to go to the emergency room or physician's office, um, that's more the type of coverage you'll get with the Insure Plus plans. Okay. The only difference between the three is basically the dollar amount that the insurance will cover. It looks like specifically towards hospitalization. Yeah. So, the Insure Plus Premier pays the most on that. Okay. So, uh, so I'm hearing it's the... Basically it's Insure Plus and then the MEC is the... MEC is just preventative? Mm-hmm. Um, okay. And so then, the, the rates I'm seeing, those are weekly out of each paycheck? That's

how it works? Yes. Okay. Um... Okay. I'm just gonna be a bit... Um, okay. So then, Basic, Enhanced and Premier are basically just looking at more comprehensive. It's more covering more, uh, emergencies and things like that? Is that what you're saying? So, really the only difference is the MEC TelRx is gonna cover your preventative care, and then the Insure Plus plans cover non-preventative care. Yeah. That's the difference between them. But- It's not necessarily that it covers more. They cover two totally separate things. Right. But it... I'm, I'm talking about Basic and Premier and Enhanced. It's... For me it's- The only difference between the three plans is the dollar amount that the insurance will cover towards hospitalization. So, the Insure Plus Premier pays the most towards that. Okay. All right. Well, it... Uh, okay. It looks like I'm in. So, I, I guess I'll have to click through these and look at... But I think that was the issue. I think I was putting in the old address, or the new address, and it didn't. So, it looks like it's letting me select now. Okay. Did you have any other questions? I think that's it. All right. You have a wonderful day. All right. Thank you so much. Thank you. Bye-bye. Bye-bye. Hey, get down. You know that's not ... Um.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Car- This is Victoria. How can I help you?

Speaker speaker\_2: Yes. Uh, I'm working through Creative Circle and I'm trying to, uh, uh, set up enrollment, and I'm having some issues on the website.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: Uh, 8416.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, say that again.

Speaker speaker\_1: Your first and last name.

Speaker speaker\_2: Uh, Ryan, last name O-U-R-A-D-N-I-K, Ouradnik.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, my current address is, uh, um... And, oh, maybe that's... Yeah, it's the issue. Uh, well, my date of birth is January 19th of 1979. Um, and I just moved and I changed my address. Um, it should be updated with Creative Circle. Uh, my current address is 13874 Morello Street, Garden Grove, California, uh, 92843.

Speaker speaker\_1: Okay. I'm gonna have to-

Speaker speaker\_2: .

Speaker speaker\_1: ... update it on my end.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So, it was 13874. Mm-hmm.

Speaker speaker\_2: And then it's M-E-R-E-L-L-O, Morello Street, Garden Grove, California, 92843.

Speaker speaker\_1: Okay. Give me one second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yep. And then phone number 612-860-2100?

Speaker speaker\_2: Correct. .

Speaker speaker\_1: And then email is gonna be R-U- O-U-R-A-D-N-I-K@gmail.com?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: Okay. Um, what plans were you wanting to enroll into?

Speaker speaker\_2: Well, I'm... Uh, like I s-... I was calling because I, uh, was having issues setting up the account. And, and, uh, or what it was... I was on the demographics page and then it keeps saying that it wasn't saved. So, maybe that was... It wasn't updated? I don't know. Um, well, yeah, if I can get information, uh, 'cause there's, there's several tiers, right? There's... Okay, so now I'm, I'm seeing it. Um, so I'm seeing, uh, a Basic, the Premier and then Enhanced?

Speaker speaker\_1: Yeah, so the... I mean, there's three different Insure Plus plans: Insure Plus, Insure Plus Enhanced and Insure Plus Premier. We also have the Stay Healthy MEC TelRx. So, those-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... would be our different medical plans.

Speaker speaker\_2: So, so are some of them, uh, minimum healthcare and then some are more comprehensive? Is that how I'm understanding it?

Speaker speaker\_1: Not necessarily. What we offer is not major medicals.

Speaker speaker\_2: Right.

Speaker speaker\_1: So, it's not gonna be comparable to Blue Cross Blue Shield. Um, basically how it works is the Stay Healthy MEC TelRx covers just your preventative healthcare, so like your yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in network.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, the Stay Healthy MEC TelRx also comes with, like, virtual urgent care and then a subscription to FreeRx, which is like a prescription plan. Um, but again, the only thing that the MEC is gonna cover is your preventative healthcare, whereas the Insure

Plus plans cover non-preventative. Um, so like, if you were to be admitted to the hospital, if you have to go to the emergency room or physician's office, um, that's more the type of coverage you'll get with the Insure Plus plans.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The only difference between the three is basically the dollar amount that the insurance will cover. It looks like specifically towards hospitalization.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So, the Insure Plus Premier pays the most on that.

Speaker speaker\_2: Okay. So, uh, so I'm hearing it's the... Basically it's Insure Plus and then the MEC is the... MEC is just preventative?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, okay. And so then, the, the rates I'm seeing, those are weekly out of each paycheck? That's how it works?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Um... Okay. I'm just gonna be a bit... Um, okay. So then, Basic, Enhanced and Premier are basically just looking at more comprehensive. It's more covering more, uh, emergencies and things like that? Is that what you're saying?

Speaker speaker\_1: So, really the only difference is the MEC TelRx is gonna cover your preventative care, and then the Insure Plus plans cover non-preventative care.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: That's the difference between them.

Speaker speaker\_2: But-

Speaker speaker\_1: It's not necessarily that it covers more. They cover two totally separate things.

Speaker speaker\_2: Right. But it... I'm, I'm talking about Basic and Premier and Enhanced. It's... For me it's-

Speaker speaker\_1: The only difference between the three plans is the dollar amount that the insurance will cover towards hospitalization. So, the Insure Plus Premier pays the most towards that.

Speaker speaker\_2: Okay. All right. Well, it... Uh, okay. It looks like I'm in. So, I, I guess I'll have to click through these and look at... But I think that was the issue. I think I was putting in the old address, or the new address, and it didn't. So, it looks like it's letting me select now.

Speaker speaker\_1: Okay. Did you have any other questions?

Speaker speaker\_2: I think that's it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye-bye. Hey, get down. You know that's not ...

Speaker speaker\_3: Um.