

Transcript: VICTORIA

Taylor-6466632590344192-6487594379558912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Orion? Yes. Hey, this is- What you all doing? ... Victoria. I'm with, uh, Benefits on a Card. We administer medical insurance for the Hamilton/Riker group. You said Hamilton/Riker group? Yeah. This is Benefits in a Card. We administer the medical insurance for Hamilton/Riker Group. Yes, ma'am. Okay, so I'm calling because we received a enrollment form that you filled out and signed on the 9th of January. Mm-hmm. It looks like you requested a few different things, but I'm calling specifically for the medical portion. Mm-hmm. Uh, 'cause you selected three different medical plans. You selected the Stay Healthy MEC TeleRx, the VIP Standard, and the Stay Healthy MEC Enhanced. Unfortunately, you cannot have both Stay Healthy plans. So I was just calling to figure out which one you were wanting. Uh, could you, uh, explain both of them? Um, so the Stay Healthy MEC TeleRx, that plan is specifically designed for, like, your preventative health care, so your yearly physicals, vaccinations- Mm-hmm. ... and preventative screenings would be covered at 100%- Mm-hmm. ... as long as you stay in network. It does also come with a subscription to Free Rx, which is like a prescription plan, and then it also comes with, uh, virtual urgent care. Mm-hmm. Now, the VIP Standard, um, is our hospital indemnity plan. We have two different hospital, hospital indemnity plans, the VIP Standard and the VIP Classic. Both of these plans do not cover preventatives like the Stay Healthy does, but they cover more of the non-preventative. So, like, if you have to go to a physician's office, if you get admitted to the hospital, if you have to go to the emergency room, uh, that sort of thing. Can I do, um, can I do that one? Yeah, you could do that one as well. We do also have one other plan, the Stay Healthy MEC Enhanced, which covers preventative and non-preventative. Which one would you prefer? I mean, recommend. I can't make any recommendations, unfortunately. Mm... The second one? The VIP Standard? That covers most... Yes. Yeah, the VIP Standard doesn't cover preventative and non-preventative. Oh. The only plan that covers preventative and non-preventative would be the Stay Hea- uh, the MEC Enhanced. Okay. Yes, ma'am, that one. Okay. And then just to make sure, you want the dental, term life, critical illness, and the group accident as well? Yes, ma'am. Okay, give me one second. Okay, so for all of that, it looks like it would come out to a total of \$52.21 a week. Hello? I said, okay, that's fine . No worries. And then, um, I do see that we don't have a beneficiary listed. Who did you want to name as a beneficiary for your term life? My mother. Okay, and her name? Shena, S-H-E-N-A, then Alcorn. Okay. All right. Well, I will go ahead and get you enrolled into everything, and that's all I needed to verify with you. All right, thank you. You're welcome. Have a good day. 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: Hey, is this Orion?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, this is-

Speaker speaker_2: What you all doing?

Speaker speaker_1: ... Victoria. I'm with, uh, Benefits on a Card. We administer medical insurance for the Hamilton/Riker group.

Speaker speaker_2: You said Hamilton/Riker group?

Speaker speaker_1: Yeah. This is Benefits in a Card. We administer the medical insurance for Hamilton/Riker Group.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so I'm calling because we received a enrollment form that you filled out and signed on the 9th of January.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It looks like you requested a few different things, but I'm calling specifically for the medical portion.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, 'cause you selected three different medical plans. You selected the Stay Healthy MEC TeleRx, the VIP Standard, and the Stay Healthy MEC Enhanced.

Unfortunately, you cannot have both Stay Healthy plans. So I was just calling to figure out which one you were wanting.

Speaker speaker_2: Uh, could you, uh, explain both of them?

Speaker speaker_1: Um, so the Stay Healthy MEC TeleRx, that plan is specifically designed for, like, your preventative health care, so your yearly physicals, vaccinations-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and preventative screenings would be covered at 100%-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... as long as you stay in network. It does also come with a subscription to Free Rx, which is like a prescription plan, and then it also comes with, uh, virtual urgent care.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Now, the VIP Standard, um, is our hospital indemnity plan. We have two different hospital, hospital indemnity plans, the VIP Standard and the VIP Classic. Both of

these plans do not cover preventatives like the Stay Healthy does, but they cover more of the non-preventative. So, like, if you have to go to a physician's office, if you get admitted to the hospital, if you have to go to the emergency room, uh, that sort of thing.

Speaker speaker_2: Can I do, um, can I do that one?

Speaker speaker_1: Yeah, you could do that one as well. We do also have one other plan, the Stay Healthy MEC Enhanced, which covers preventative and non-preventative.

Speaker speaker_2: Which one would you prefer? I mean, recommend.

Speaker speaker_1: I can't make any recommendations, unfortunately.

Speaker speaker_2: Mm... The second one?

Speaker speaker_1: The VIP Standard?

Speaker speaker_2: That covers most... Yes.

Speaker speaker_1: Yeah, the VIP Standard doesn't cover preventative and non-preventative.

Speaker speaker_2: Oh.

Speaker speaker_1: The only plan that covers preventative and non-preventative would be the Stay Hea- uh, the MEC Enhanced.

Speaker speaker_2: Okay. Yes, ma'am, that one.

Speaker speaker_1: Okay. And then just to make sure, you want the dental, term life, critical illness, and the group accident as well?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, give me one second. Okay, so for all of that, it looks like it would come out to a total of \$52.21 a week. Hello?

Speaker speaker_2: I said, okay, that's fine .

Speaker speaker_1: No worries. And then, um, I do see that we don't have a beneficiary listed. Who did you want to name as a beneficiary for your term life?

Speaker speaker_2: My mother.

Speaker speaker_1: Okay, and her name?

Speaker speaker_2: Shena, S-H-E-N-A, then Alcorn.

Speaker speaker_1: Okay. All righty. Well, I will go ahead and get you enrolled into everything, and that's all I needed to verify with you.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.