

Transcript: VICTORIA

Taylor-6492387059220480-6118543563735040

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? Hi. How are you? Um, hey, look, I was just on the phone w- with someone else and I accidentally, um, a- the call ended up dropping but, um, we were... Like, they were... They actually just had sent me a benefit guide, um, and I was actually in the middle of, um, trying to enroll actually. Okay. What's the name of the agency you work for? Um, the agency is HSS. Gotcha. And the last four of your Social? 4433. And then, uh, your first and last name. Uh, Sabrina Texeira. Okay. Do you mind verifying your address and date of birth? Sure, it's 244 Southwest 21st Street, uh, Fort Lauderdale, Florida, 33315. And then you have my phone number or no, my date of birth is, uh, October 16th, 1998. Okay. And then phone number 954-290-2177? Yes, correct. And email is first and last name, three, uh, 234 at gmail? Correct. Okay. Uh, do you know what you're wanting to enroll into? Yeah. So, I was actually, um, talking to him about, um, the benefit plan of... It was like, 42 something a week. I forgot what it was called. Um... The MEC Enhanced? Yes. The... Yeah. The M... Yes, the... Yeah, membership is included with the MNC- tele... Yeah, MNC, yes. And, um, so I was gonna enroll into that plan and then, um, also I was going to add, um, dental and vision. Okay. And I was, um, wondering if you could give me the amount on how much that's gonna be extra? So, the... This plan is like 42... Oh, 42 som- uh, \$42 a week? Yes. The, the Stay Healthy MEC Enhanced for employee only is \$42.61 a week. Okay. And then how much would the dental and vision be on top of that? Dental is \$3.38 and vision is \$1.99. So- \$8.80? No. So, vision is \$1.99. Okay. And dental is \$3.38. Okay. So, total for the MEC Enhanced Dental and Vision for employee only, you're looking at \$47.98 a week. Okay, great. All right. Is that everything- Okay. ... that you're wanting to enroll into? Um, is there anything... That, uh... So that covers like, my OB-GYN and any specialist, right, doctor? So, there is coverage for preventative care. There's coverage for primary care, specialist care, urgent care. Um, there's also coverage for hospitalization, um, if you have to go to the emergency room. There's coverage for prescriptions as well. Okay, great. And then, um, um, what if I was to be able to get pregnant and everything, um, I would just have to... Would that be extra to be able to add my child on to my plan? Yeah. So once the... We can only add them once the child is born. Yes, of course. So, once the child is born- I was just wondering. Yeah. Okay. So, once the child is born you would just call us back. Um, if you're not within the company's open enrollment period, we would have to start a qualifying life event, um, which we would just need the birth certificate. Okay. All right. Great. All right. Sounds good. And how... And you would be able to help me enroll today? Yeah. So I'm enrolling you on my end from here. It'll take about one to two weeks for the enrollment to be processed through payroll, so you might not see that first deduction until two weeks from now. Once you do, the coverage will start the following Monday. And then once the coverage is

active, that's when your ID cards and policy information is made. Um, so it does take about 7 to 10 business days of the coverage being active to get those. The dental, vision and preventative medical ID card are all gonna be mailed, but also keep an eye on your email 'cause you'll get the non-preventative medical ID card sent to your email. Okay, great. And, um, will that be able to tell me like, what offices I'll be able to go to, to as well or will all that be sent, sent to like, either my email or by mail? Yeah, it should say on the ID card how to find providers in your network. Um... Okay. If you have trouble finding that information you can also always call us back. Okay. All right. Great. All right. Okay. 100% Was there anything else maybe you had questions on? Um, let's see. Um, let's see. I'm sure... I do appreciate you asking 'cause I'm really new at all this. Sure. Um, no, I think that really should like, be it. Like you said, you were... Um, all the cards will be sent to the address that you have on file and everything else. And if I have any other questions, like, I can just call back but like, other than that, you said like, I'm enrolled, so like, that- that was- that was quick. So, I thought it was gonna be like, a whole process, but, I think, I think I'm good. I think that's it. Yeah. Um, and just keep in mind, like I said, the majority of your ID cards are gonna be mailed, the dental, vision and the preventative medical, but you wanna also keep an eye on your email for the non-preventative medical ID card 'cause that's only sent by email. Okay. All right. And I can just like, print that out anywhere? Yeah, and just use it like normal. All right. All right. Great. Thank you so much. You're welcome. You have a wonderful day. All right. You too. Thank you. Thank you. Bye-bye. Okay.

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: Hi. How are you? Um, hey, look, I was just on the phone w- with someone else and I accidentally, um, a- the call ended up dropping but, um, we were... Like, they were... They actually just had sent me a benefit guide, um, and I was actually in the middle of, um, trying to enroll actually.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um, the agency is HSS.

Speaker speaker_1: Gotcha. And the last four of your Social?

Speaker speaker_2: 4433.

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

Speaker speaker_2: Uh, Sabrina Texeira.

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

Speaker speaker_2: Sure, it's 244 Southwest 21st Street, uh, Fort Lauderdale, Florida, 33315. And then you have my phone number or no, my date of birth is, uh, October 16th, 1998.

Speaker speaker_1: Okay. And then phone number 954-290-2177?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And email is first and last name, three, uh, 234 at gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Uh, do you know what you're wanting to enroll into?

Speaker speaker_2: Yeah. So, I was actually, um, talking to him about, um, the benefit plan of... It was like, 42 something a week. I forgot what it was called. Um...

Speaker speaker_3: The MEC Enhanced?

Speaker speaker_2: Yes. The... Yeah. The M... Yes, the... Yeah, membership is included with the MNC- tele... Yeah, MNC, yes. And, um, so I was gonna enroll into that plan and then, um, also I was going to add, um, dental and vision.

Speaker speaker_1: Okay.

Speaker speaker_2: And I was, um, wondering if you could give me the amount on how much that's gonna be extra? So, the... This plan is like 42... Oh, 42 som- uh, \$42 a week?

Speaker speaker_1: Yes. The, the Stay Healthy MEC Enhanced for employee only is \$42.61 a week.

Speaker speaker_2: Okay. And then how much would the dental and vision be on top of that?

Speaker speaker_1: Dental is \$3.38 and vision is \$1.99. So-

Speaker speaker_2: \$8.80?

Speaker speaker_1: No. So, vision is \$1.99.

Speaker speaker_2: Okay.

Speaker speaker_1: And dental is \$3.38.

Speaker speaker_2: Okay.

Speaker speaker_1: So, total for the MEC Enhanced Dental and Vision for employee only, you're looking at \$47.98 a week.

Speaker speaker_2: Okay, great. All right.

Speaker speaker_1: Is that everything-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you're wanting to enroll into?

Speaker speaker_2: Um, is there anything... That, uh... So that covers like, my OB-GYN and any specialist, right, doctor?

Speaker speaker_1: So, there is coverage for preventative care. There's coverage for primary care, specialist care, urgent care. Um, there's also coverage for hospitalization, um, if you have to go to the emergency room. There's coverage for prescriptions as well.

Speaker speaker_2: Okay, great. And then, um, um, what if I was to be able to get pregnant and everything, um, I would just have to... Would that be extra to be able to add my child on to my plan?

Speaker speaker_1: Yeah. So once the... We can only add them once the child is born.

Speaker speaker_2: Yes, of course.

Speaker speaker_1: So, once the child is born-

Speaker speaker_2: I was just wondering.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: So, once the child is born you would just call us back. Um, if you're not within the company's open enrollment period, we would have to start a qualifying life event, um, which we would just need the birth certificate.

Speaker speaker_2: Okay. All right. Great. All right. Sounds good. And how... And you would be able to help me enroll today?

Speaker speaker_1: Yeah. So I'm enrolling you on my end from here. It'll take about one to two weeks for the enrollment to be processed through payroll, so you might not see that first deduction until two weeks from now. Once you do, the coverage will start the following Monday. And then once the coverage is active, that's when your ID cards and policy information is made. Um, so it does take about 7 to 10 business days of the coverage being active to get those. The dental, vision and prevent- uh, preventative medical ID card are all gonna be mailed, but also keep an eye on your email 'cause you'll get the non-preventative medical ID card sent to your email.

Speaker speaker_2: Okay, great. And, um, will that be able to tell me like, what offices I'll be able to go to, to as well or will all that be sent, sent to like, either my email or by mail?

Speaker speaker_1: Yeah, it should say on the ID card how to find providers in your network. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: If you have trouble finding that information you can also always call us back.

Speaker speaker_2: Okay. All right. Great. All righty. Okay. 100%

Speaker speaker_1: Was there anything else maybe you had questions on?

Speaker speaker_2: Um, let's see. Um, let's see. I'm sure... I do appreciate you asking 'cause I'm really new at all this.

Speaker speaker_1: Sure.

Speaker speaker_2: Um, no, I think that really should like, be it. Like you said, you were... Um, all the cards will be sent to the address that you have on file and everything else. And if I have any other questions, like, I can just call back but like, other than that, you said like, I'm enrolled, so like, that- that was- that was quick. So, I thought it was gonna be like, a whole process, but, I think, I think I'm good. I think that's it.

Speaker speaker_1: Yeah. Um, and just keep in mind, like I said, the majority of your ID cards are gonna be mailed, the dental, vision and the preventative medical, but you wanna also keep an eye on your email for the non-preventative medical ID card 'cause that's only sent by email.

Speaker speaker_2: Okay. All right. And I can just like, print that out anywhere?

Speaker speaker_1: Yeah, and just use it like normal.

Speaker speaker_2: All right. All right. Great. Thank you so much.

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

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Okay.