

## **Transcript: VICTORIA**

**Taylor-6535836503326720-4812002590932992**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Ms. Gibson? Who's calling? This is Victoria with Benefits on a Card. Uh, we administer medical insurance for TRC Staffing. Okay. Um, so I'm looking at a enrollment form that you filled out for the medical insurance that they offer. It looks like you filled it out on the 12th of, um, November. Um... Okay. There's a couple things wrong with the actual enrollment form. Um, so we just needed to verify which medical plan you were wanting. Oh, and who is this for again? This is for TRC Staffing. Okay. Okay, yes, ma'am. Um, I can't remember which one. Um, can you name them for me? Yeah. So it looks like you selected the Stay Healthy MEC TeleRx, the VIP Plus, and also the MEC Enhanced. Um, unfortunately, you just can't have the MEC TeleRx and the MEC Enhanced. Mm. Um, okay, can you explain both, both of them to me so I can decide? So, the Stay Healthy MEC TeleRx, that is a preventative medical plan, so it only covers your preventative services, uh, things like your at least physicals, vaccinations, and preventative screenings would be covered at 100%- Okay. ... as long as you stay in network. It does also come with a subscription to the FreeRx prescription plan. Okay. Which, if one of them cover medications under FreeRx, it would be free. Okay. Then we have, uh, the VIP plans, the VIP Standard and the VIP Plus. These are just hospital indemnity plans, so they do not cover preventative like the Stay Healthy does. Okay. But they do provide coverage for things like being admitted to the hospital, having to go to the emergency room, urgent care, or a regular physician's office. The only difference between the Standard and the Plus is the Plus pays a little bit more towards hospitalization. Then we have the MEC Enhanced, which is the only medical plan that covers preventative and non-preventative services together. Mm. Um, I think the first one you said. Okay, the MEC TeleRx? Yes, ma'am. How much was that one? So that is... Are you just wanting it for yourself? Yes, ma'am. Okay, it would be \$15.50 a week. Okay. Um- Now, were you wanting to add on the VIP Plus, or did you just want the MEC TeleRx for medical? How much is the VIP Plus? The VIP Plus is \$31.71 a week. Okay. No, just the first one. Okay. And then I do also see that you have dental selected, the term life. Okay. Um, critical illness, group accident, behavioral health, uh, and the virtual primary care for employee plus child. Yes, ma'am. Are you wanting those as well? Yes, ma'am. Okay. Um, so I also see that you have the FreeRx selected but, with that being said, it already comes with the MEC TeleRx. Okay. Okay. So did you want to do the MEC TeleRx for employee plus child to get that FreeRx subscription? Or did you just want to keep it at the employee only level? Um, I really don't need the medical part for my child, so it's just me. Okay. So just keep in mind then, in that case, unfortunately, the FreeRx would just be for yourself as well. Okay. Um, and then I see vision and vision. And then de- I wanted the, I wanted the... Oh yeah, I wanted the dental and the vis, I think for me and my child. Okay, so I have vision for employee only on the form, but you want the dental- Okay. ... and the vision for

you and your child? Um, yes, ma'am. Okay. And then I see the term life for employee and child, critical illness for employee and child, uh, accident for employee and child. And then it looks like the virtual primary care for employee and child. And I believe, let's see, that's everything. Oh, the behavioral health as well for employee and child. Okay. So how much deduction is that? So in total, for the MEC TeleRx for employee only, and then the virtual primary care, dental, term life, vision, critical illness, group accident, behavioral health for employee plus child, in total you're looking at \$46.33 a week. Okay. That's fine. Okay. And, um, and it looks like the email address, for whatever reason, it's a little unclear on the enrollment form. Um, is it supposed to be your first name\_lastname@yahoo.com? Yes, ma'am. Okay. Just wanted to make sure. And then just to make sure I got your dependent information correct, first name is P-R-O-M-I-Z? Yes, ma'am. Jordan. Okay. And then we have date of birth 11/1/2008. Yes, ma'am. And then social is 656-309732. Yes, ma'am. All righty. And then beneficiary is gonna be, uh, Leona Burns? Leona Burns. Yes, ma'am. Okay, perfect. All righty, that's all I needed to verify with you. I will go ahead and process everything on my end and you're good to go. Okay, thank you so much. You're welcome. Have a good day. You too. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Hi, is this Ms. Gibson?

Speaker speaker\_2: Who's calling?

Speaker speaker\_1: This is Victoria with Benefits on a Card. Uh, we administer medical insurance for TRC Staffing.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, so I'm looking at a enrollment form that you filled out for the medical insurance that they offer. It looks like you filled it out on the 12th of, um, November. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: There's a couple things wrong with the actual enrollment form. Um, so we just needed to verify which medical plan you were wanting.

Speaker speaker\_2: Oh, and who is this for again?

Speaker speaker\_1: This is for TRC Staffing.

Speaker speaker\_2: Okay. Okay, yes, ma'am. Um, I can't remember which one. Um, can you name them for me?

Speaker speaker\_1: Yeah. So it looks like you selected the Stay Healthy MEC TeleRx, the VIP Plus, and also the MEC Enhanced. Um, unfortunately, you just can't have the MEC TeleRx and the MEC Enhanced.

Speaker speaker\_2: Mm. Um, okay, can you explain both, both of them to me so I can decide?

Speaker speaker\_1: So, the Stay Healthy MEC TeleRx, that is a preventative medical plan, so it only covers your preventative services, uh, things like your at least physicals, vaccinations, and preventative screenings would be covered at 100%-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... as long as you stay in network. It does also come with a subscription to the FreeRx prescription plan.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Which, if one of them cover medications under FreeRx, it would be free.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Then we have, uh, the VIP plans, the VIP Standard and the VIP Plus. These are just hospital indemnity plans, so they do not cover preventative like the Stay Healthy does.

Speaker speaker\_2: Okay.

Speaker speaker\_1: But they do provide coverage for things like being admitted to the hospital, having to go to the emergency room, urgent care, or a regular physician's office. The only difference between the Standard and the Plus is the Plus pays a little bit more towards hospitalization. Then we have the MEC Enhanced, which is the only medical plan that covers preventative and non-preventative services together.

Speaker speaker\_2: Mm. Um, I think the first one you said.

Speaker speaker\_1: Okay, the MEC TeleRx?

Speaker speaker\_2: Yes, ma'am. How much was that one?

Speaker speaker\_1: So that is... Are you just wanting it for yourself?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, it would be \$15.50 a week.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Now, were you wanting to add on the VIP Plus, or did you just want the MEC TeleRx for medical?

Speaker speaker\_2: How much is the VIP Plus?

Speaker speaker\_1: The VIP Plus is \$31.71 a week.

Speaker speaker\_2: Okay. No, just the first one.

Speaker speaker\_1: Okay. And then I do also see that you have dental selected, the term life.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, critical illness, group accident, behavioral health, uh, and the virtual primary care for employee plus child.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Are you wanting those as well?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, so I also see that you have the FreeRx selected but, with that being said, it already comes with the MEC TeleRx.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: So did you want to do the MEC TeleRx for employee plus child to get that FreeRx subscription? Or did you just want to keep it at the employee only level?

Speaker speaker\_2: Um, I really don't need the medical part for my child, so it's just me.

Speaker speaker\_1: Okay. So just keep in mind then, in that case, unfortunately, the FreeRx would just be for yourself as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and then I see vision and vision.

Speaker speaker\_2: And then de- I wanted the, I wanted the... Oh yeah, I wanted the dental and the vis, I think for me and my child.

Speaker speaker\_1: Okay, so I have vision for employee only on the form, but you want the dental-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and the vision for you and your child?

Speaker speaker\_2: Um, yes, ma'am.

Speaker speaker\_1: Okay. And then I see the term life for employee and child, critical illness for employee and child, uh, accident for employee and child. And then it looks like the virtual primary care for employee and child. And I believe, let's see, that's everything. Oh, the behavioral health as well for employee and child.

Speaker speaker\_2: Okay. So how much deduction is that?

Speaker speaker\_1: So in total, for the MEC TeleRx for employee only, and then the virtual primary care, dental, term life, vision, critical illness, group accident, behavioral health for employee plus child, in total you're looking at \$46.33 a week.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: Okay. And, um, and it looks like the email address, for whatever reason, it's a little unclear on the enrollment form. Um, is it supposed to be your first name\_lastname@yahoo.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Just wanted to make sure. And then just to make sure I got your dependent information correct, first name is P-R-O-M-I-Z?

Speaker speaker\_2: Yes, ma'am. Jordan.

Speaker speaker\_1: Okay. And then we have date of birth 11/1/2008.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then social is 656-309732.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. And then beneficiary is gonna be, uh, Leona Burns?

Speaker speaker\_2: Leona Burns. Yes, ma'am.

Speaker speaker\_1: Okay, perfect. All righty, that's all I needed to verify with you. I will go ahead and process everything on my end and you're good to go.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.