

Transcript: VICTORIA

Taylor-6573337846530048-6482956333137920

Full Transcript

Thank you for calling MedicalCard. This is Victoria. How can I help you? Hey, how you doing, ma'am? Uh, my name Cameron. Okay. How can I help you? Hey, I was calling trying to, uh, see is it too late to, uh... I was trying to do the insurance plan when I, uh, started the job, and I was trying to see, is it too late? Too late to get enrolled? Yes, ma'am. Okay, what's the name of the agency you work for? Uh, I work for, uh, One Third Staffing, and the job is a group 04-Anther. Okay. What's the last four of your social? 7916. And your first and last name again? Uh, Cameron Stokes. Okay. Uh, do you mind verifying your address and date of birth? Yes, ma'am. Date of birth is 10/10/1997, and the address is 1306 1st Avenue North. And this phone number is the same one, uh, you're calling from? Yes, ma'am. And email is, uh, first and last name 23 at icloud.com? Yes, ma'am. Okay. So, it looks like technically you have until the 20th or, I'm sorry, the 21st of March to get enrolled. So technically you still can. Do you know what you're wanting to enroll into? Yes, ma'am. I wanted, uh... I was trying to see how much in vision, dental and, uh, I guess health. So there's, there's multiple medical plans to choose from. Um, now, I do know that they will automatically enroll you into one of those medical plans unless you opt out beforehand, which I don't see you've opted out. Um, so what I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It'll lay out all the plans, what they cover and how much they cost. Okay. And then once you've reviewed that, whether you're interested in the benefits or not, just make sure to give us a call back. So if you're not interested in enrolling, we can decline it. Um, or if you are interested, we can go ahead and get you enrolled. Okay. Okay. Um, so let's see, I will go ahead and send that to the email I have for you. And then, like I said, just keep in mind your personal open enrollment period ends on the 21st of March. So, um, if you don't opt out of the benefits by then, you will be auto, auto-enrolled into the medical plan, the MEC TelRx. Um, and essentially you just have until that date to get enrolled into the plan of your choice or to decline coverage. Okay. So then when I, uh, pick a plan, I guess just give you a call back? Yeah. Um, we're typically open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Okay. Okay. So I, um, oh, y-you say you guys close at eight, 8:00 PM? Yes, uh-huh. Okay. Well, I'm, uh, I'm gonna look over it when I go on break and then try to give you guys a call back before you guys close. Okay, that's fine. Yes, ma'am, and thank you. You're welcome. You have a wonderful day. You too. All right. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling MedicalCard. This is Victoria. How can I help you?

Speaker speaker_1: Hey, how you doing, ma'am? Uh, my name Cameron.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Hey, I was calling trying to, uh, see is it too late to, uh... I was trying to do the insurance plan when I, uh, started the job, and I was trying to see, is it too late?

Speaker speaker_0: Too late to get enrolled?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, what's the name of the agency you work for?

Speaker speaker_1: Uh, I work for, uh, One Third Staffing, and the job is a group 04-Anther.

Speaker speaker_0: Okay. What's the last four of your social?

Speaker speaker_1: 7916.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Uh, Cameron Stokes.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Yes, ma'am. Date of birth is 10/10/1997, and the address is 1306 1st Avenue North.

Speaker speaker_0: And this phone number is the same one, uh, you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And email is, uh, first and last name 23 at icloud.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, it looks like technically you have until the 20th or, I'm sorry, the 21st of March to get enrolled. So technically you still can. Do you know what you're wanting to enroll into?

Speaker speaker_1: Yes, ma'am. I wanted, uh... I was trying to see how much in vision, dental and, uh, I guess health.

Speaker speaker_0: So there's, there's multiple medical plans to choose from. Um, now, I do know that they will automatically enroll you into one of those medical plans unless you opt out beforehand, which I don't see you've opted out. Um, so what I'm gonna do is I'm gonna send you a copy of the benefits guide to your email. It'll lay out all the plans, what they cover and how much they cost.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once you've reviewed that, whether you're interested in the benefits or not, just make sure to give us a call back. So if you're not interested in enrolling, we can decline it. Um, or if you are interested, we can go ahead and get you enrolled.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, so let's see, I will go ahead and send that to the email I have for you. And then, like I said, just keep in mind your personal open enrollment period ends on the 21st of March. So, um, if you don't opt out of the benefits by then, you will be auto, auto-enrolled into the medical plan, the MEC TelRx. Um, and essentially you just have until that date to get enrolled into the plan of your choice or to decline coverage.

Speaker speaker_1: Okay. So then when I, uh, pick a plan, I guess just give you a call back?

Speaker speaker_0: Yeah. Um, we're typically open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay. Okay. So I, um, oh, y- you say you guys close at eight, 8:00 PM?

Speaker speaker_0: Yes, uh-huh.

Speaker speaker_1: Okay. Well, I'm, uh, I'm gonna look over it when I go on break and then try to give you guys a call back before you guys close.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Yes, ma'am, and thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. All right.

Speaker speaker_0: Thank you. Bye-bye.