

## **Transcript: VICTORIA**

**Taylor-6718002093309952-5439905356267520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Curve, this is Victoria. How can I help you? Um, I have seen this number on my caller ID. Okay. So, I don't know what it was about. Yeah, so we administer medical insurance. Um, if you happen to work at like a staffing or temp agency. We work for a couple different agencies across the state. Oh, okay. Do you- I believe I did call them... I, um, I believe I did call and left a message. I, I do work for WorkSmart in the moment ... that's previously. Okay. Um, I can pull up your file. Did they happen to leave a voicemail for you? Uh, yes, I didn't listen to it. I just seen the number and called it. Okay. Um, what's the last four of your Social? 7071. And your first and last name? Ralph Templeton. And then if you will verify your address and date of birth. Uh, 19 Picardy Drive, 62678 from Greenville, South Carolina. And then phone number 864-559-0525? Yes. And email is templetonre@gmail.com? Yes. Okay. So were you wanting to get enrolled? Yes. Okay. Um, so I actually see that you're already enrolled into one of the medical plans, the MEC TeleRx. Okay. And it looks like you have that for just yourself. Are you- Well, I wanted to add someone. Yeah. Okay. Who are you wanting to add? My daughter. Okay. Give me one second. Just double checking on something. Give me one second. Okay. And you're wanting that same plan for employee plus child? Yes. Mm-hmm. Great. So for- Um, you have other plans out there. Do you have other plans or better one or? Yeah. There're multiple medical plans to choose from. There's also things like the FreeRx benefit, um, the FreeRx virtual primary care, dental, short-term disability, term life, vision, critical illness- Oh. ... group accident, um, behavioral health and the ID experts. Oh, okay. So- How long is open enrollment for? I know it started on the 9th. It looks like open enrollment will end on the 31st of January. Oh, 31st, okay. Did you want to wait to make those changes or did you want to go ahead and...? I was wanting to know if there's what, like a website to look still to, um, choices of the other plans and then see what else is offered as well. Gotcha. Um, I can actually email you a copy of the benefits guide. Oh, perfect. So, for like all the plans, um, what they cover and how much they cost. Okay, thank you. That'll be great. Yes, sir. And just to make sure I'm understanding, you want to hold off on making any changes until you review that? Yes. Okay. All righty. I will go ahead and get that sent to your email. Was there anything else you might need help with? No, that's it. All right. You have a wonderful day. Thank you too. Thank you.

### **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 Curve, this is Victoria. How can I help you?

Speaker speaker\_2: Um, I have seen this number on my caller ID.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, I don't know what it was about.

Speaker speaker\_1: Yeah, so we administer medical insurance. Um, if you happen to work at like a staffing or temp agency. We work for a couple different agencies across the state.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Do you-

Speaker speaker\_2: I believe I did call them... I, um, I believe I did call and left a message. I, I do work for WorkSmart in the moment ... that's previously.

Speaker speaker\_1: Okay. Um, I can pull up your file. Did they happen to leave a voicemail for you?

Speaker speaker\_2: Uh, yes, I didn't listen to it. I just seen the number and called it.

Speaker speaker\_1: Okay. Um, what's the last four of your Social?

Speaker speaker\_2: 7071.

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

Speaker speaker\_2: Ralph Templeton.

Speaker speaker\_1: And then if you will verify your address and date of birth.

Speaker speaker\_2: Uh, 19 Picardy Drive, 62678 from Greenville, South Carolina.

Speaker speaker\_1: And then phone number 864-559-0525?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email is templetonre@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So were you wanting to get enrolled?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I actually see that you're already enrolled into one of the medical plans, the MEC TeleRx.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And it looks like you have that for just yourself. Are you-

Speaker speaker\_2: Well, I wanted to add someone. Yeah.

Speaker speaker\_1: Okay. Who are you wanting to add?

Speaker speaker\_2: My daughter.

Speaker speaker\_1: Okay. Give me one second. Just double checking on something. Give me one second. Okay. And you're wanting that same plan for employee plus child?

Speaker speaker\_2: Yes. Mm-hmm.

Speaker speaker\_1: Great. So for-

Speaker speaker\_2: Um, you have other plans out there. Do you have other plans or better one or?

Speaker speaker\_1: Yeah. There're multiple medical plans to choose from. There's also things like the FreeRx benefit, um, the FreeRx virtual primary care, dental, short-term disability, term life, vision, critical illness-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... group accident, um, behavioral health and the ID experts.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: So-

Speaker speaker\_2: How long is open enrollment for? I know it started on the 9th.

Speaker speaker\_1: It looks like open enrollment will end on the 31st of January.

Speaker speaker\_2: Oh, 31st, okay.

Speaker speaker\_1: Did you want to wait to make those changes or did you want to go ahead and...?

Speaker speaker\_2: I was wanting to know if there's what, like a website to look still to, um, choices of the other plans and then see what else is offered as well.

Speaker speaker\_1: Gotcha. Um, I can actually email you a copy of the benefits guide.

Speaker speaker\_2: Oh, perfect.

Speaker speaker\_1: So, for like all the plans, um, what they cover and how much they cost.

Speaker speaker\_2: Okay, thank you. That'll be great.

Speaker speaker\_1: Yes, sir. And just to make sure I'm understanding, you want to hold off on making any changes until you review that?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All righty. I will go ahead and get that sent to your email. Was there anything else you might need help with?

Speaker speaker\_2: No, that's it.

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

Speaker speaker\_2: Thank you too.

Speaker speaker\_1: Thank you.