

Transcript: Chris Sofield

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Full Transcript

Thank you for calling... benefits.com. What can I help you? Hi, um, I got a text sayin' that I should call if I wanted to enroll in benefits. That's okay. Or I should oh. Yeah, so we're a plan administrator for health insurance benefits for various staffing companies. Were you looking to enroll into any health insurance at this time? Yeah. What, what are you guys... Just tryna see what you guys are offering, so. Okay, what staffing company do you work with? WorkSmart. WorkSmart. Okay. One moment. Okay. So WorkSmart offers, um, they have three different, uh, three different choices for medical, one of which is a- ... preventative care only plan, things like physicals, vaccines and cancer screenings, um, and that's kind of all it would cover. And then two that would cover- Mm-hmm. ... like doctor's visits, hospital visits, prescriptions and the like. Um, but, uh, but it, it, uh, it does not- ... cover those preventative care services. Uh, then there's also- Okay. ... an add-ons for dental, vision, short-term disability- ... life insurance, critical illness, accident coverage, behavioral health- ... and identity protection. Okay. Um, how much would it be if I just wanted to get the health insurance? And who is it through? Like, do you know who the health insurance is through? It, it depends on the plan you select. Preventative care is through- Oh. ... a company called 90 Degree Benefits, whereas the other two plans, known as the VIP plans, um, those are covered through, uh, through a company called American Public Life. And as far as how much they cost, it is dependent on, again, which plan you select and if you're covering any dependents or not. Okay, got you. Okay, um, I'm okay if... I already have another insurance, so I don't have to, um... It's not like one of those things y'all gonna automatically put us in? Um, WorkSmart does have an automatic enrollment process, so if you do not want any insurance from them, I do need to at least access your file to opt you out of that. What's the last four of your social? 8567. And your first and last name? It's Lakeisha Drummond. All right, Ms. Drummond, could you verify your address and date of birth for me? Um, you guys probably have 10 McCullough Street, apartment 1007, Greenville, South Carolina 29607. My date of birth is February 29th, 1992. Thank you. And then we have a phone number on file of 864-651-8874? Yes. Okay. Yeah, it does look like that they tried to go ahead and start that automatic enrollment- Mm-hmm. ... but it hasn't processed enough to lead to anything, so I'm just gonna go ahead and stop that before it does. Um, and then- Thank you. ... opt you out of any future enrollment, and then you're good to go. Anything else? Um, can you send confirmation to my email or if it is - Uh, yeah. ... necessary? Yeah, we have an email on file of lakeisha.drummond@gmail.com. Is that correct? Mm-hmm. That's correct. All right. Yeah, we'll work on getting a confirmation sent out to you. Uh, that'll come from our email address here, info@benefitsinacard.com. If you don't see it in your inbox, just, just check your spam folder, okay? Okay. All right, anything else? That'd be all. All right, thanks for calling and have a good day. You too. Bye bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling... benefits.com. What can I help you?

Speaker speaker_1: Hi, um, I got a text sayin' that I should call if I wanted to enroll in benefits.

Speaker speaker_0: That's okay.

Speaker speaker_1: Or I should oh.

Speaker speaker_0: Yeah, so we're a plan administrator for health insurance benefits for various staffing companies. Were you looking to enroll into any health insurance at this time?

Speaker speaker_1: Yeah. What, what are you guys... Just tryna see what you guys are offering, so.

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: WorkSmart.

Speaker speaker_0: WorkSmart. Okay. One moment. Okay. So WorkSmart offers, um, they have three different, uh, three different choices for medical, one of which is a- ... preventative care only plan, things like physicals, vaccines and cancer screenings, um, and that's kind of all it would cover. And then two that would cover-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... like doctor's visits, hospital visits, prescriptions and the like. Um, but, uh, but it, it, uh, it does not- ... cover those preventative care services. Uh, then there's also-

Speaker speaker_1: Okay.

Speaker speaker_0: ... an add-ons for dental, vision, short-term disability- ... life insurance, critical illness, accident coverage, behavioral health- ... and identity protection.

Speaker speaker_1: Okay. Um, how much would it be if I just wanted to get the health insurance? And who is it through? Like, do you know who the health insurance is through?

Speaker speaker_0: It, it depends on the plan you select. Preventative care is through-

Speaker speaker_1: Oh.

Speaker speaker_0: ... a company called 90 Degree Benefits, whereas the other two plans, known as the VIP plans, um, those are covered through, uh, through a company called American Public Life. And as far as how much they cost, it is dependent on, again, which plan you select and if you're covering any dependents or not.

Speaker speaker_1: Okay, got you. Okay, um, I'm okay if... I already have another insurance, so I don't have to, um... It's not like one of those things y'all gonna automatically put us in?

Speaker speaker_0: Um, WorkSmart does have an automatic enrollment process, so if you do not want any insurance from them, I do need to at least access your file to opt you out of that. What's the last four of your social?

Speaker speaker_1: 8567.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: It's Lakeisha Drummond.

Speaker speaker_0: All right, Ms. Drummond, could you verify your address and date of birth for me?

Speaker speaker_1: Um, you guys probably have 10 McCullough Street, apartment 1007, Greenville, South Carolina 29607. My date of birth is February 29th, 1992.

Speaker speaker_0: Thank you. And then we have a phone number on file of 864-651-8874?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Yeah, it does look like that they tried to go ahead and start that automatic enrollment-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... but it hasn't processed enough to lead to anything, so I'm just gonna go ahead and stop that before it does. Um, and then-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... opt you out of any future enrollment, and then you're good to go. Anything else?

Speaker speaker_1: Um, can you send confirmation to my email or if it is -

Speaker speaker_0: Uh, yeah.

Speaker speaker_1: ... necessary?

Speaker speaker_0: Yeah, we have an email on file of lakeisha.drummond@gmail.com. Is that correct?

Speaker speaker_1: Mm-hmm. That's correct.

Speaker speaker_0: All right. Yeah, we'll work on getting a confirmation sent out to you. Uh, that'll come from our email address here, info@benefitsinacard.com. If you don't see it in your inbox, just, just check your spam folder, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right, anything else?

Speaker speaker_1: That'd be all.

Speaker speaker_0: All right, thanks for calling and have a good day.

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Bye now.