

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a Card on behalf of Hospital Staffing Solutions. I'm looking to speak with Ms. Jasmine. Jasmine. Um, hey, good afternoon. I'm calling on behalf of Hospital Staffing Solution. We're currently processing the enrollment forms, and we ran across yours. You selected to participate in the dental benefit with the family plan, but you also selected not to participate. Um, so I was actually calling to see if you did wanna enroll into the- So what, what are you, what are you for? What are you? Um, we're the healthcare administrators for Hospital Staffing Solution. Hospic- Hospitality, uh, staff? Yes, ma'am. Mm-hmm. Oh, yeah, I do, um, I want, I wanted dental only for me, not for... Just me. Not for the... Okay. Yeah, just the employee. Just me, so. And then, were you just wanting to do dental? So that one for employees, \$3.38. Um, were you just wanting to select that one in your enrollment form? You only picked dental, but I just wanna make sure. Okay, yeah, so I can do dental. Uh, what else do y'all have? So they offer different plans. Um, they offer a medical plan, which is called the VIP Standard. That one's the one that would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room visits. How much is, how much is that one? That one is \$16.81 weekly for employee. So I'll get that. And then, 'cause I got Blue Cross Blue Shield. But I'll get that and I'll get the highest dental that you got. I need that dental ASAP. So they only offer one dental. Um, that one's- What it cost? ... \$3.38. And then I can give you a little bit more information about it if you want, just so that you know exactly what it covers. So for your VIP Standard, which is the medical one, that one only covers your hospital and dentistry services, meaning it doesn't cover any preventative services, w- which would be considered like one physical visit a year, some vaccinations, some STD and cancer screenings. So it's only for doctor visits that's sick already, hospital visits that's injured, urgent care, emergency room and surgeries. Is that okay? Mm. So it doesn't cover preventive. I don't need that. I really don't need that. Um, 'cause I got Blue Cross and Blue Shield. Okay, we'll take that one off then. Yeah, just do the dental. I need that dental. Do y'all have vision? I need dental and vision. I can't see. We do. So for dental, the the preventative visit is covered at 100%. A basic visit, like a cleansing is covered at 80%. Basic restorative, meaning if they find a cavity and gotta fill it, that's covered at 80%. X-rays are covered at 80%, and then you have a annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50. And for employee plan, that's \$3.38 weekly from your paycheck. Then for vision, that one has its copays. So the copay for an eye exam would be of \$10. Copay for lenses and frames would be a \$25, and your frame allowance would be of \$130. For employee, that would be a \$1.99. If you were to select dental for employee only and vision for employee only, that's a weekly deduction from your paycheck of \$5.37 for those two selected plans. Let's do it. Okay. Do you allow Hospitality Staffing Solutions to make these weekly deductions for these two

selected plans? I sure do. Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction come out of your paycheck of the \$5.37, the following Monday of that first deduction is when you have active coverage. And then by that Thursday or Friday, you should be receiving, um, your dental card and your vision card. And if for some reason you have a dentist appointment or a eye doctor appointment coming up and you still don't have your cards, you're welcome to give us a call and we can email you your cards to your email address. Okay. All right. Thank you. All right. You're welcome. I hope you have a great day. So y'all, so y'all, so y'all are HR meaning... 'Cause I go tomorrow, um, for the job, for interview. But if y'all are HR, she's already put me in the system, so I'm claiming it as I got the job. So we're actually just the healthcare administrators. We administrate different agencies and their healthcare. So we don't work actually in like that staffing agency. We just administrate their benefits. But y'all ca- but y'all calling me, so that lets me know that she's put me in the system as an employee. Yes, ma'am. 'Cause I go tomorrow, so. Okay. I got the job. I'm already claiming it. Thank y'all. Oh, you're welcome. Have a nice day. Have a good... You too, boo. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits and a Card on behalf of Hospital Staffing Solutions. I'm looking to speak with Ms. Jasmine.

Speaker speaker_2: Jasmine.

Speaker speaker_1: Um, hey, good afternoon. I'm calling on behalf of Hospital Staffing Solution. We're currently processing the enrollment forms, and we ran across yours. You selected to participate in the dental benefit with the family plan, but you also selected not to participate. Um, so I was actually calling to see if you did wanna enroll into the-

Speaker speaker_2: So what, what are you, what are you for? What are you?

Speaker speaker_1: Um, we're the healthcare administrators for Hospital Staffing Solution.

Speaker speaker_2: Hospic- Hospitality, uh, staff?

Speaker speaker_1: Yes, ma'am. Mm-hmm.

Speaker speaker_2: Oh, yeah, I do, um, I want, I wanted dental only for me, not for... Just me.

Speaker speaker_1: Not for the... Okay.

Speaker speaker_2: Yeah, just the employee. Just me, so.

Speaker speaker_1: And then, were you just wanting to do dental? So that one for employees, \$3.38. Um, were you just wanting to select that one in your enrollment form? You only picked dental, but I just wanna make sure.

Speaker speaker_2: Okay, yeah, so I can do dental. Uh, what else do y'all have?

Speaker speaker_1: So they offer different plans. Um, they offer a medical plan, which is called the VIP Standard. That one's the one that would cover doctor visits that's sick, hospital visits that's injured, urgent care, emergency room visits.

Speaker speaker_2: How much is, how much is that one?

Speaker speaker_1: That one is \$16.81 weekly for employee.

Speaker speaker_2: So I'll get that. And then, 'cause I got Blue Cross Blue Shield. But I'll get that and I'll get the highest dental that you got. I need that dental ASAP.

Speaker speaker_1: So they only offer one dental. Um, that one's-

Speaker speaker_2: What it cost?

Speaker speaker_1: ... \$3.38. And then I can give you a little bit more information about it if you want, just so that you know exactly what it covers. So for your VIP Standard, which is the medical one, that one only covers your hospital and dentistry services, meaning it doesn't cover any preventative services, w- which would be considered like one physical visit a year, some vaccinations, some STD and cancer screenings. So it's only for doctor visits that's sick already, hospital visits that's injured, urgent care, emergency room and surgeries. Is that okay?

Speaker speaker_2: Mm.

Speaker speaker_1: So it doesn't cover preventive.

Speaker speaker_2: I don't need that. I really don't need that. Um, 'cause I got Blue Cross and Blue Shield.

Speaker speaker_1: Okay, we'll take that one off then. Yeah, just do the dental. I need that dental. Do y'all have vision? I need dental and vision. I can't see. We do. So for dental, the the preventative visit is covered at 100%. A basic visit, like a cleansing is covered at 80%. Basic restorative, meaning if they find a cavity and gotta fill it, that's covered at 80%. X-rays are covered at 80%, and then you have a annual maximum of \$500. With the dental plan, you would have to give a one-time deductible of \$50. And for employee plan, that's \$3.38 weekly from your paycheck. Then for vision, that one has its copays. So the copay for an eye exam would be of \$10. Copay for lenses and frames would be a \$25, and your frame allowance would be of \$130. For employee, that would be a \$1.99. If you were to select dental for employee only and vision for employee only, that's a weekly deduction from your paycheck of \$5.37 for those two selected plans.

Speaker speaker_2: Let's do it.

Speaker speaker_1: Okay. Do you allow Hospitality Staffing Solutions to make these weekly deductions for these two selected plans?

Speaker speaker_2: I sure do.

Speaker speaker_1: Okay. Please allow one or two weeks for your employer to start making that deduction. Once you see the very first deduction come out of your paycheck of the \$5.37,

the following Monday of that first deduction is when you have active coverage. And then by that Thursday or Friday, you should be receiving, um, your dental card and your vision card. And if for some reason you have a dentist appointment or a eye doctor appointment coming up and you still don't have your cards, you're welcome to give us a call and we can email you your cards to your email address.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: All right. You're welcome. I hope you have a great day.

Speaker speaker_2: So y'all, so y'all, so y'all are HR meaning... 'Cause I go tomorrow, um, for the job, for interview. But if y'all are HR, she's already put me in the system, so I'm claiming it as I got the job.

Speaker speaker_1: So we're actually just the healthcare administrators. We administrate different agencies and their healthcare. So we don't work actually in like that staffing agency. We just administrate their benefits.

Speaker speaker_2: But y'all ca- but y'all calling me, so that lets me know that she's put me in the system as an employee.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: 'Cause I go tomorrow, so.

Speaker speaker_1: Okay.

Speaker speaker_2: I got the job. I'm already claiming it. Thank y'all.

Speaker speaker_1: Oh, you're welcome. Have a nice day.

Speaker speaker_2: Have a good... You too, boo. Bye-bye.