

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, I was just calling, uh, we recently just got, um... Um, you guys, I had called earlier and got my, uh, benefits enrolled, and I was just calling to see if I could add something to it. So- Okay. Yeah, what's the agency that you work for? What's your name? Uh, it's WorkSmart. Okay, and then, what are the last four of your Social? It's, uh, 8685. And your first and last name, please. First and last name is Mike Constantine. And then you said it was 6865? 8685. 86... Okay, thank you. And for security purposes, could you verify your full address as well as your date of birth? Uh, 13 Ardmore Drive, Taylor, South Carolina 29687, 1108 99. Okay, thank you. Um, is your phone number still the 468-414-5156? Yep. And then I have N-E-F-L-O-B-E.Constantine@Gmail.com, is that still up to date? Yep, that's correct. Okay. Um, what did you want to add? Uh, wait, which plan did I went with, the one I enrolled in? So, you enrolled into the VIP Classic. Okay, that's the... Is that the highest one? Uh, let me verify real quick. Give me one second. Yeah, so out of the medical plan, that's the one that would pay off that greater dollar amount, depending on that service. So, you have the MEC, which is the basic one, which is only preventative. Then the VIP Basic, which does include hospital confinement, intensive care, rehabilitation or preventive surgery. And then you have the one that pays the greater dollar amount, so you do have the... In other words, the medical one that pays off the greater amount. Okay. And then I think it was a, uh, 20 out my check every week, I think? Yes, \$20 and 60 cents. All right, so can I... Okay, can I add the dental? How much is that dental too? Uh, give me one second. So, it looks like for dental, did you just want to do employee only, or were you looking at the dependents? Wait, can you repeat that? Um, were you looking to do the employee only plan or dependents? Uh, what's the difference? So, if you add dependents, it would, in other words, it's like employee and spouse, employee and child, or the family plan. Oh, okay. So basically, I could add somebody else to it if I wanted. Yeah, so with your plans, if... You could select the plans just for employee, or you could include your dependents, which you have the option for employee and spouse, if you're, like, married. Employee and child, if you have a kid, or employee and family member. Oh, no. It's just, it's just employee. Just me. Oh, okay. So, if you were to add the dental plan, it would be \$3.72. Um, for a preventative visit, you're covered at 100%. Anything basic, like a cleaning is covered at 80%. Basic X-ray act is 80%. X-ray's 80%, and you get an annual maximum of \$500. You would have to give a one-time deductible of \$50 if you select the dental plan. Okay, is there one higher than that? You said it is? I'm sorry? Is there a higher one than that or not? The \$400. When it comes to, like, your dental plan? No. Yeah. There's only one dental plan. Okay. Um- Can you add that to mine? Yes, sir. So, if I was to add it, that would be a weekly deduction of \$23.82. That's fine. Okay. Do you allow your staff and agency to make that

weekly deduction of \$23.82 for those benefits? Yes, ma'am. Okay. Okay, please allow one or two weeks for your staff and agency to start making those deductions. Once you see the first deduction of \$23.82 out of your check, the following Monday is when your coverage becomes active, and that Friday of your activation week is when you should get your dental card. I would like to advise you that for your VIP Classic Card, they usually don't mail those out to you, but if you do want a physical one, you're welcome to call us the week of your activation week, and we can request it for you. Okay, so I w- I will still get a card, it just won't be like a... Yes, sir. So, normally those, they send it to you normally through a email, but if you do want, like, a hard copy, like a physical one, that first week of your activation week, you're welcome to give us a call, and we could go ahead and put in that request for the VIP Classic. Um, you should receive that first week of your activation week, your dental card. But like I said, the VIP Classic one, they normally don't mail out to you, so you would have to contact us for us to put that request in once you're active. Mm-hmm. Okay, that makes sense. All right, that sounds good. And then if for some reason you were to need, um, your, like, policy number before you receive your physical card, you're welcome to give us a call and we could email you your cards through email, if the information is available. Okay, that's fine. Appreciate you. You're welcome. I hope you have a great day. Thank you for calling Benefits in a Car. Thank you. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I was just calling, uh, we recently just got, um... Um, you guys, I had called earlier and got my, uh, benefits enrolled, and I was just calling to see if I could add something to it. So-

Speaker speaker_1: Okay. Yeah, what's the agency that you work for? What's your name?

Speaker speaker_2: Uh, it's WorkSmart.

Speaker speaker_1: Okay, and then, what are the last four of your Social?

Speaker speaker_2: It's, uh, 8685.

Speaker speaker_1: And your first and last name, please.

Speaker speaker_2: First and last name is Mike Constantine.

Speaker speaker_1: And then you said it was 6865?

Speaker speaker_2: 8685.

Speaker speaker_1: 86... Okay, thank you. And for security purposes, could you verify your full address as well as your date of birth?

Speaker speaker_2: Uh, 13 Ardmore Drive, Taylor, South Carolina 29687, 1108 99.

Speaker speaker_1: Okay, thank you. Um, is your phone number still the 468-414-5156?

Speaker speaker_2: Yep.

Speaker speaker_1: And then I have N-E-F-L-O-B-E.Constantine@Gmail.com, is that still up to date?

Speaker speaker_2: Yep, that's correct.

Speaker speaker_1: Okay. Um, what did you want to add?

Speaker speaker_2: Uh, wait, which plan did I went with, the one I enrolled in?

Speaker speaker_1: So, you enrolled into the VIP Classic.

Speaker speaker_2: Okay, that's the... Is that the highest one?

Speaker speaker_1: Uh, let me verify real quick. Give me one second. Yeah, so out of the medical plan, that's the one that would pay off that greater dollar amount, depending on that service. So, you have the MEC, which is the basic one, which is only preventative. Then the VIP Basic, which does include hospital confinement, intensive care, rehabilitation or preventive surgery. And then you have the one that pays the greater dollar amount, so you do have the... In other words, the medical one that pays off the greater amount.

Speaker speaker_2: Okay. And then I think it was a, uh, 20 out my check every week, I think?

Speaker speaker_1: Yes, \$20 and 60 cents.

Speaker speaker_2: All right, so can I... Okay, can I add the dental? How much is that dental too?

Speaker speaker_1: Uh, give me one second. So, it looks like for dental, did you just want to do employee only, or were you looking at the dependents?

Speaker speaker_2: Wait, can you repeat that?

Speaker speaker_1: Um, were you looking to do the employee only plan or dependents?

Speaker speaker_2: Uh, what's the difference?

Speaker speaker_1: So, if you add dependents, it would, in other words, it's like employee and spouse, employee and child, or the family plan.

Speaker speaker_2: Oh, okay. So basically, I could add somebody else to it if I wanted.

Speaker speaker_1: Yeah, so with your plans, if... You could select the plans just for employee, or you could include your dependents, which you have the option for employee and spouse, if you're, like, married. Employee and child, if you have a kid, or employee and family member.

Speaker speaker_2: Oh, no. It's just, it's just employee. Just me.

Speaker speaker_1: Oh, okay. So, if you were to add the dental plan, it would be \$3.72. Um, for a preventative visit, you're covered at 100%. Anything basic, like a cleaning is covered at 80%. Basic X-ray act is 80%. X-ray's 80%, and you get an annual maximum of \$500. You would have to give a one-time deductible of \$50 if you select the dental plan.

Speaker speaker_2: Okay, is there one higher than that? You said it is?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Is there a higher one than that or not? The \$400.

Speaker speaker_1: When it comes to, like, your dental plan? No.

Speaker speaker_2: Yeah.

Speaker speaker_1: There's only one dental plan.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: Can you add that to mine?

Speaker speaker_1: Yes, sir. So, if I was to add it, that would be a weekly deduction of \$23.82.

Speaker speaker_2: That's fine.

Speaker speaker_1: Okay. Do you allow your staff and agency to make that weekly deduction of \$23.82 for those benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Okay, please allow one or two weeks for your staff and agency to start making those deductions. Once you see the first deduction of \$23.82 out of your check, the following Monday is when your coverage becomes active, and that Friday of your activation week is when you should get your dental card. I would like to advise you that for your VIP Classic Card, they usually don't mail those out to you, but if you do want a physical one, you're welcome to call us the week of your activation week, and we can request it for you.

Speaker speaker_2: Okay, so I w- I will still get a card, it just won't be like a...

Speaker speaker_1: Yes, sir. So, normally those, they send it to you normally through a email, but if you do want, like, a hard copy, like a physical one, that first week of your activation week, you're welcome to give us a call, and we could go ahead and put in that request for the VIP Classic. Um, you should receive that first week of your activation week, your dental card. But like I said, the VIP Classic one, they normally don't mail out to you, so you would have to contact us for us to put that request in once you're active.

Speaker speaker_2: Mm-hmm. Okay, that makes sense. All right, that sounds good.

Speaker speaker_1: And then if for some reason you were to need, um, your, like, policy number before you receive your physical card, you're welcome to give us a call and we could email you your cards through email, if the information is available.

Speaker speaker_2: Okay, that's fine. Appreciate you.

Speaker speaker_1: You're welcome. I hope you have a great day. Thank you for calling Benefits in a Car.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.