

## Transcript: Estefania

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### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. My name is, uh, . How can I help you? Yes. Uh, basically, I'm working with, uh, Surge Staffing through- Mm-hmm. ... uh, um, through Benjamin Franklin. Or Benjamin Franklin... Uh, Benjamin Steel. My bad. Mm-hmm. And I would like to, um, put, um, health insurance and dental and vision. No, basically, only dental and vision. I want that. Okay. I have to check to see if you're eligible. You said you're with Surge. I just need the last four of your Social. 2238. Your first and last name? . For security purposes, can you verify your address and date of birth? Address, 509 East Madison Avenue, Springfield, Ohio 45503. And your date of birth? Can you say date of birth? Mm-hmm. Oh, September 14, 2002. Okay, thank you. Give me one second. And then what's your phone number? 914-398-9608. Okay. Okay, so, so far you... It looks like you have a pending enrollment for the MEC TeleRx, which is the preventative plan. Um, you are eligible to add plans though, so you can add new plans, new plans if you wish. Um, did you know what you wanted to be enrolled into already though? Because they do offer different medical plans, not only one. Did you know which one or you still didn't know? 'cause I can go over- So- ... the plans with you if you want. Yes. Uh, can you go over the plan? Because I just wanted to have my visual and dental insurance. Okay. Yeah, they only, they only have one vision and one dental. Um, if you wanna add one of the medical plans though, they do have to choose from. Were you looking into adding, uh, like medical? Um, no, basically, I'm, I'm already on my, uh, 's history of health insurance. Oh, okay. Gotcha. Okay. So you just wanted dental and vision? Yes. Oh, gotcha. Okay. So yeah, they only offer one dental plan and one vision plan. Um, this plan I can go over real quick. So for dental, give me one second. And were you looking into enrolling by yourself or with dependents? Were you looking into enrolling by yourself or with dependents? No, by myself. Okay. So for the dental plan, a preventative visit is covered at 100%. Something basic like a cleanse teasing, like a cleanse, um, cleaning, that would be covered at 80%. Basic restorative, so they fill in a cavity, that would be covered at 80%. X-rays are also covered at 80%. And you have an annual maximum of \$750. With the dental plan, you would have to pay a one-time deductible. If you select the individual plan, you would have to pay a one-time deductible for dental of \$50. And then it looks like that dental plan is \$4.17 weekly from your paycheck. Then for vision, that one has its copay. So copay for an eye exam is \$10. Copay for lenses and frames is \$25. And your frame allowance is \$130. Um, the vision plan for employee only is \$2.15. So if you get dental and vision, that would be- Yes. ... a weekly deduction of \$6.32 from your paycheck. Ev- every week? Yes. Correct. Okay. Yeah. That's okay. Uh, that's okay? Um, did you just wanna add those two? Yeah, just those two. Gotcha. Um, I was gonna let you know that they do auto enroll you into a preventative plan called the MEC TeleRx. Did you want me to go ahead and opt you out from that plan? The, the other plan was for health? It's called the

MEC TeleRx. So that plan is only a preventative plan, meaning it's only gonna cover like a physical, some vaccines, some STD and cancer screening, but it doesn't cover no doctor visits sick, um, no urgent care, no emergency room, no surgeries. Did you want me to go ahead and opt you out from that plan? Because if they do automatically enroll you into it, that would be a weekly deduction of \$16.80 and it's only a preventative, and it is kind of like a medical plan. I don't know if you- Yes, please. Yeah. Can you, um- Yeah? ... withdraw me from this? Okay. Yeah. So I'm gonna go ahead and opt you out from that one. Yeah. So it looks like it's gonna be a weekly deduction of \$6.32 from your paycheck weekly for dental and vision. Please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction of \$6.32 come out of your paycheck, the following Monday of that first deduction is when your plan become active. So you just have to play the waiting game. It may take one or two weeks. Sometimes it takes a little bit longer, so I would just be paying attention to your pay stub. Because once you see that first deduction of the \$6.32 come out of your paycheck, the following Monday of that very first deduction is when your plan becomes active and by that first week of active coverage, you should be getting your dental and vision card. And if you have an appointment coming up and you're still waiting on them, you can just call us and we can email them out to you. Yes. Okay. So now you just have to wait for them to do the first deduction from your payst- plan. Okay. No problem. Can, um, after that, can I have those information about those, uh, the cards and... So after the first deduction, I'm gonna have all the, um, cards? Yeah. That, that first week, um, that Thursday or Friday once you're active, they mail out those cards to your address. Okay. Okay. So they're gonna go to the 309 E. Madison Avenue, Springfield, Ohio. Oh, okay. And if you have like a doctor's appointment, you can just call us and we can email them to you. Um, is that where they're going to or did you want me to change the address? Uh, it's 509 East Madison Avenue. Yeah. Springfield, Ohio 44503? Yes. Okay. Yeah. That's what I have. Okay. Yeah. No problem. If- Thank you so much. And just in case you wanna add anything in the future- Yeah. ... um, your last day to make these changes are gonna be, let's see, on the 4th of April. So if you do wanna add anything new, your last day to do so is April the 4th. After April the 4th, you would have to wait for the next company open enrollment which is in August. Okay. Okay? Yes. No problem. Thank you so much. You're welcome. Have a nice day. Thank you. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello. My name is, uh, .

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Yes. Uh, basically, I'm working with, uh, Surge Staffing through-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... uh, um, through Benjamin Franklin. Or Benjamin Franklin... Uh, Benjamin Steel. My bad.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I would like to, um, put, um, health insurance and dental and vision. No, basically, only dental and vision. I want that.

Speaker speaker\_0: Okay. I have to check to see if you're eligible. You said you're with Surge. I just need the last four of your Social.

Speaker speaker\_1: 2238.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: .

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Address, 509 East Madison Avenue, Springfield, Ohio 45503.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Can you say date of birth?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Oh, September 14, 2002.

Speaker speaker\_0: Okay, thank you. Give me one second. And then what's your phone number?

Speaker speaker\_1: 914-398-9608.

Speaker speaker\_0: Okay. Okay, so, so far you... It looks like you have a pending enrollment for the MEC TeleRx, which is the preventative plan. Um, you are eligible to add plans though, so you can add new plans, new plans if you wish. Um, did you know what you wanted to be enrolled into already though? Because they do offer different medical plans, not only one. Did you know which one or you still didn't know? 'cause I can go over-

Speaker speaker\_1: So-

Speaker speaker\_0: ... the plans with you if you want.

Speaker speaker\_1: Yes. Uh, can you go over the plan? Because I just wanted to have my visual and dental insurance.

Speaker speaker\_0: Okay. Yeah, they only, they only have one vision and one dental. Um, if you wanna add one of the medical plans though, they do have to choose from. Were you looking into adding, uh, like medical?

Speaker speaker\_1: Um, no, basically, I'm, I'm already on my, uh, 's history of health insurance.

Speaker speaker\_0: Oh, okay. Gotcha. Okay. So you just wanted dental and vision?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Oh, gotcha. Okay. So yeah, they only offer one dental plan and one vision plan. Um, this plan I can go over real quick. So for dental, give me one second. And were you looking into enrolling by yourself or with dependents? Were you looking into enrolling by yourself or with dependents?

Speaker speaker\_1: No, by myself.

Speaker speaker\_0: Okay. So for the dental plan, a preventative visit is covered at 100%. Something basic like a cleanse teasing, like a cleanse, um, cleaning, that would be covered at 80%. Basic restorative, so they fill in a cavity, that would be covered at 80%. X-rays are also covered at 80%. And you have an annual maximum of \$750. With the dental plan, you would have to pay a one-time deductible. If you select the individual plan, you would have to pay a one-time deductible for dental of \$50. And then it looks like that dental plan is \$4.17 weekly from your paycheck. Then for vision, that one has its copay. So copay for an eye exam is \$10. Copay for lenses and frames is \$25. And your frame allowance is \$130. Um, the vision plan for employee only is \$2.15. So if you get dental and vision, that would be-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... a weekly deduction of \$6.32 from your paycheck.

Speaker speaker\_1: Ev- every week?

Speaker speaker\_0: Yes. Correct.

Speaker speaker\_1: Okay. Yeah. That's okay.

Speaker speaker\_0: Uh, that's okay? Um, did you just wanna add those two?

Speaker speaker\_1: Yeah, just those two.

Speaker speaker\_0: Gotcha. Um, I was gonna let you know that they do auto enroll you into a preventative plan called the MEC TeleRx. Did you want me to go ahead and opt you out from that plan?

Speaker speaker\_1: The, the other plan was for health?

Speaker speaker\_0: It's called the MEC TeleRx. So that plan is only a preventative plan, meaning it's only gonna cover like a physical, some vaccines, some STD and cancer screening, but it doesn't cover no doctor visits sick, um, no urgent care, no emergency room, no surgeries. Did you want me to go ahead and opt you out from that plan? Because if they do automatically enroll you into it, that would be a weekly deduction of \$16.80 and it's only a preventative, and it is kind of like a medical plan. I don't know if you-

Speaker speaker\_1: Yes, please. Yeah. Can you, um-

Speaker speaker\_0: Yeah?

Speaker speaker\_1: ... withdraw me from this?

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So I'm gonna go ahead and opt you out from that one.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So it looks like it's gonna be a weekly deduction of \$6.32 from your paycheck weekly for dental and vision. Please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction of \$6.32 come out of your paycheck, the following Monday of that first deduction is when your plan become active. So you just have to play the waiting game. It may take one or two weeks. Sometimes it takes a little bit longer, so I would just be paying attention to your pay stub. Because once you see that first deduction of the \$6.32 come out of your paycheck, the following Monday of that very first deduction is when your plan becomes active and by that first week of active coverage, you should be getting your dental and vision card. And if you have an appointment coming up and you're still waiting on them, you can just call us and we can email them out to you.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So now you just have to wait for them to do the first deduction from your payst- plan.

Speaker speaker\_1: Okay. No problem. Can, um, after that, can I have those information about those, uh, the cards and... So after the first deduction, I'm gonna have all the, um, cards?

Speaker speaker\_0: Yeah. That, that first week, um, that Thursday or Friday once you're active, they mail out those cards to your address.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: So they're gonna go to the 309 E. Madison Avenue, Springfield, Ohio.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And if you have like a doctor's appointment, you can just call us and we can email them to you. Um, is that where they're going to or did you want me to change the address?

Speaker speaker\_1: Uh, it's 509 East Madison Avenue.

Speaker speaker\_0: Yeah. Springfield, Ohio 44503?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Yeah. That's what I have.

Speaker speaker\_1: Okay. Yeah. No problem.

Speaker speaker\_0: If-

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: And just in case you wanna add anything in the future-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... um, your last day to make these changes are gonna be, let's see, on the 4th of April. So if you do wanna add anything new, your last day to do so is April the 4th. After April the 4th, you would have to wait for the next company open enrollment which is in August.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Yes. No problem. Thank you so much.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: Thank you. You too.