

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 Card. My name is Stephanie. How can I assist you? Yeah, my name is Jack Jenkins. Is any good changes? I'm sorry? My name is Jack Jenkins. I already got a Benefit in a Card. Is there any good change on there? Um, I would have- Or is it original or whatever? Um, I would have to get in your file, but... What staffing agency are you with? Did you say, "There's any good changes?" Oh, yes. Yes, ma'am. I'm sorry. Um- And there you go. Okay. What are the last four of your Social? 2289. And then your first and last name? Jack Jenkins. For security purposes, could you verify your full address as well as your date of birth for me? 159 Berry Road, Sydneville, South Carolina 29681. And what else? Oh, 122363. Okay, give me one second. What was that address again? You said 15- 159 Berry- Mm-hmm. Yeah, 159 Berry Road, Sydneville, South Carolina 29681. Okay, thank you. Is your phone number still the 864-361-3720? Yes, ma'am. And then I have jackjenkins63@gmail.com? Right. Right. Okay, so it looks like your company is within company open enrollment. Um, you have the Ensure Plus Enhanced, dental, term life and vision. Were you looking into adding new plans? Um, it looks like for your medical plan, you have the best one. Okay. The one that pays the higher dollar amount. Were you looking into adding more plans though? No, ma'am. I just wanted to know. They, they say something new might be out. they're gonna change it or not. Oh, okay. Yeah, you have the best one so far which is the enhanced. Um. Okay. You could add additional plans if that's something that you're looking into doing. What is that now? What kind of plan? So right now you have, let me see. So right now, you could add short-term disability, critical illness, group accident, behavioral health, or identity theft. But those are the only plans, um, because you have the other ones already. Okay. Well, I'll, uh- But you could add additional plans if you want. What were them first two, the short-term and what else? Um, short-term disability, critical illness, group accident, behavioral health- How do... Okay, just the f- how much does, how much would the, how much would the first two be? Um, for short-term disability and critical illness? I don't have them. No, you don't. All right. So the short-term disability's \$4.02. Critical illness is \$2.56. Group accident is \$2.04. Now, do... Is it... Is it... What does it mean group accident? What is that? Give me one second. Let me open your file. So 24-hour group accident is like if something was to happen to you. So for hospital emergency room, it, they would cover \$250. Physician office, they would cover \$50. Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care unit, they would cover \$200. AD&D; employee, up to \$15,000. Mm. Spouse, up to \$15,000. Children, \$7,500. Ambulance, ground or air, \$250. And then- No, just... Just give me the first of them. The first one? Okay. The first two. The first two? Okay, so that would be the short-term disability and then critical illness. Mm-hmm. Well, critical illness, what does that cover and how much? So

critical illness, the benefit amount is \$5,000. From them \$5,000, a heart attack, they would cover at 100%. Coronary artery bypass surgery, they would cover, out of the \$5,000, 25%. Permanent damage due to a stroke, they would cover 100%. Major organ failure, they would cover 100%. End stage renal failure at 100%. Mm. Permanent- Okay. You th- Mm-hmm. You stop now and I will go with the first two. Okay. So, so far I have your Ensure Plus Enhanced for \$24.69 weekly, dental for \$3.51 weekly-Short-term disability for \$4.02 weekly, your term life for \$2.11 weekly, vision for \$2.15 weekly. And that would be a new weekly deduction of \$36.48. Oh, actually, no. You said you wanted short term and critical illness also, right? Yeah. Okay. So, with critical illness, that would be a weekly deduction of \$39.04. Do you allow us to make- By itself? Yeah. Uh, well, if you add it to what you're getting deducted now, it would be 39, \$39.04. It looks like you were paying- By itself? Yes. And it looks like you were paying a weekly deduction of \$32.46. But if you add those two, you would be paying \$39.04 now. Oh, okay. Gotcha. Okay. Good. Okay. That was all I got. Yes. Correct. All right. Yes, ma'am. Okay. And then I do have to let you know that your plans have a effective date of January the 6th. So those two are gonna have an effective date, okay? All right. Of January the 6th. There they are. Okay. And then, um, did you have any questions about my screen? No, ma'am. That's all. No. Okay. So it looks like your coverage stayed the same, the only thing is that we added two plans. Right. So, now it's gonna be \$39.04, okay? All right. Merry Christmas. Merry Christmas. Happy New Year. Be safe out there. Thank you. You too. All right. Bye-bye. Bye.

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 Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, my name is Jack Jenkins. Is any good changes?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: My name is Jack Jenkins. I already got a Benefit in a Card. Is there any good change on there?

Speaker speaker_1: Um, I would have-

Speaker speaker_2: Or is it original or whatever?

Speaker speaker_1: Um, I would have to get in your file, but... What staffing agency are you with? Did you say, "There's any good changes?"

Speaker speaker_2: Oh, yes. Yes, ma'am.

Speaker speaker_1: I'm sorry. Um-

Speaker speaker_2: And there you go.

Speaker speaker_1: Okay. What are the last four of your Social?

Speaker speaker_2: 2289.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Jack Jenkins.

Speaker speaker_1: For security purposes, could you verify your full address as well as your date of birth for me?

Speaker speaker_2: 159 Berry Road, Sydneville, South Carolina 29681. And what else? Oh, 122363.

Speaker speaker_1: Okay, give me one second. What was that address again? You said 15-

Speaker speaker_2: 159 Berry-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, 159 Berry Road, Sydneville, South Carolina 29681.

Speaker speaker_1: Okay, thank you. Is your phone number still the 864-361-3720?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have jackjenkins63@gmail.com?

Speaker speaker_2: Right. Right.

Speaker speaker_1: Okay, so it looks like your company is within company open enrollment. Um, you have the Ensure Plus Enhanced, dental, term life and vision. Were you looking into adding new plans? Um, it looks like for your medical plan, you have the best one.

Speaker speaker_2: Okay.

Speaker speaker_1: The one that pays the higher dollar amount. Were are you looking into adding more plans though?

Speaker speaker_2: No, ma'am. I just wanted to know. They, they say something new might be out. they're gonna change it or not.

Speaker speaker_1: Oh, okay. Yeah, you have the best one so far which is the enhanced. Um.

Speaker speaker_2: Okay.

Speaker speaker_1: You could add additional plans if that's something that you're looking into doing.

Speaker speaker_2: What is that now? What kind of plan?

Speaker speaker_1: So right now you have, let me see. So right now, you could add short-term disability, critical illness, group accident, behavioral health, or identity theft. But those are the only plans, um, because you have the other ones already.

Speaker speaker_2: Okay. Well, I'll, uh-

Speaker speaker_1: But you could add additional plans if you want.

Speaker speaker_2: What were them first two, the short-term and what else?

Speaker speaker_1: Um, short-term disability, critical illness, group accident, behavioral health-

Speaker speaker_2: How do... Okay, just the f- how much does, how much would the, how much would the first two be?

Speaker speaker_1: Um, for short-term disability and critical illness?

Speaker speaker_2: I don't have them.

Speaker speaker_1: No, you don't.

Speaker speaker_2: All right.

Speaker speaker_1: So the short-term disability's \$4.02. Critical illness is \$2.56. Group accident is \$2.04.

Speaker speaker_2: Now, do... Is it... Is it... What does it mean group accident? What is that?

Speaker speaker_1: Give me one second. Let me open your file. So 24-hour group accident is like if something was to happen to you. So for hospital emergency room, it, they would cover \$250. Physician office, they would cover \$50. Emergency dental work, they would cover \$50. Hospital admission, they would cover \$250. Daily hospital confinement, they would cover \$100. Intensive care unit, they would cover \$200. AD&D; employee, up to \$15,000.

Speaker speaker_2: Mm.

Speaker speaker_1: Spouse, up to \$15,000. Children, \$7,500. Ambulance, ground or air, \$250. And then-

Speaker speaker_2: No, just... Just give me the first of them.

Speaker speaker_1: The first one? Okay.

Speaker speaker_2: The first two.

Speaker speaker_1: The first two? Okay, so that would be the short-term disability and then critical illness.

Speaker speaker_2: Mm-hmm. Well, critical illness, what does that cover and how much?

Speaker speaker_1: So critical illness, the benefit amount is \$5,000. From them \$5,000, a heart attack, they would cover at 100%. Coronary artery bypass surgery, they would cover, out of the \$5,000, 25%. Permanent damage due to a stroke, they would cover 100%. Major organ failure, they would cover 100%. End stage renal failure at 100%.

Speaker speaker_2: Mm.

Speaker speaker_1: Permanent-

Speaker speaker_2: Okay. You th-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: You stop now and I will go with the first two.

Speaker speaker_1: Okay. So, so far I have your Ensure Plus Enhanced for \$24.69 weekly, dental for \$3.51 weekly-Short-term disability for \$4.02 weekly, your term life for \$2.11 weekly, vision for \$2.15 weekly. And that would be a new weekly deduction of \$36.48. Oh, actually, no. You said you wanted short term and critical illness also, right?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay. So, with critical illness, that would be a weekly deduction of \$39.04. Do you allow us to make-

Speaker speaker_3: By itself?

Speaker speaker_1: Yeah. Uh, well, if you add it to what you're getting deducted now, it would be 39, \$39.04. It looks like you were paying-

Speaker speaker_3: By itself?

Speaker speaker_1: Yes. And it looks like you were paying a weekly deduction of \$32.46. But if you add those two, you would be paying \$39.04 now.

Speaker speaker_3: Oh, okay. Gotcha. Okay. Good. Okay. That was all I got.

Speaker speaker_1: Yes. Correct.

Speaker speaker_3: All right. Yes, ma'am.

Speaker speaker_1: Okay. And then I do have to let you know that your plans have a effective date of January the 6th. So those two are gonna have an effective date, okay?

Speaker speaker_3: All right.

Speaker speaker_1: Of January the 6th.

Speaker speaker_3: There they are.

Speaker speaker_1: Okay. And then, um, did you have any questions about my screen?

Speaker speaker_3: No, ma'am. That's all. No.

Speaker speaker_1: Okay. So it looks like your coverage stayed the same, the only thing is that we added two plans.

Speaker speaker_3: Right.

Speaker speaker_1: So, now it's gonna be \$39.04, okay?

Speaker speaker_3: All right. Merry Christmas.

Speaker speaker_1: Merry Christmas.

Speaker speaker_3: Happy New Year. Be safe out there.

Speaker speaker_1: Thank you. You too.

Speaker speaker_3: All right. Bye-bye.

Speaker speaker_1: Bye.