

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Um, yes, ma'am. I'm working with a new employer and, um, I'm trying to figure out the benefits and I just had a couple questions. Okay. Which staffing company will that be with? Um, Ritz-Carlton. I'm sorry? Or is it The Marriott? I apologize, ma'am. I need the name of the staffing company. Hold on. I think it's Ritz-Carlton. Uh, which one? I'm sorry. Ritz-Carlton. So I do not have them on my list that we service. If you have anyone from them that you're able to call to confirm the staffing company's name, that might be best. Okay. All right. Um, hold on. Is it The Marriott maybe? No, ma'am. The Marriott is a chain of hotels. They're not a staffing company. Okay. It says Ritz-Carlton on my paperwork. R-I-T-Z and then Carlton. Yes, ma'am. So I do not have any specific staffing company with that specific name on our list. I'm sorry, can you give me some names then I might can tell you? 'Cause I'm not for sure. Well, unfortunately, that's not how this works 'cause we need to make sure that we're providing you the correct staffing company's offering. The reason for it is we don't work with only one staffing company. We work with over 60 of them all across the United States. It's Hospitality Staffing Solutions. Okay. Sorry. What information did you need? Okay. So I'm trying to get the insurance. Um, I don't need the healthcare so do I leave that blank? But I will have the dental and vision. So you just select dental and vision. That's it? Yes, ma'am. I'm sorry. And the dental, do... Can you tell me a little bit about the dental to see if I can- if I'm gonna- if I'm gonna need it or not? Like, what it covers? It will cover preventative services at 100% without deductible, basic services at 80%, basic restorative services and radiographs at 80%. The annual maximum in services is \$500 and you have a \$50 deductible. Okay. All right. Well, thank you. So I can just leave it blank with the healthcare? Do I need to put, like... I know there's, like, a... Hold on and I'll tell you. There is a same thing that... Like, right here it says... I don't know if I need to click it. Are you covered by any other insurance? Do I need to hit yes or no? That question is actually optional. Um, if you have Medicaid, you don't have to worry about it. Okay. All right. So I can just tap the dental and the vision and I'm good? Yes, ma'am. You only need to select what you want to be enrolled into. Anything that you do not, just leave it blank. Okay. All right. Thank you. Sure thing. Was there anything else we can assist you with today? That's it. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, ma'am. I'm working with a new employer and, um, I'm trying to figure out the benefits and I just had a couple questions.

Speaker speaker_0: Okay. Which staffing company will that be with?

Speaker speaker_1: Um, Ritz-Carlton.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Or is it The Marriott?

Speaker speaker_0: I apologize, ma'am. I need the name of the staffing company.

Speaker speaker_1: Hold on. I think it's Ritz-Carlton.

Speaker speaker_0: Uh, which one? I'm sorry.

Speaker speaker_1: Ritz-Carlton.

Speaker speaker_0: So I do not have them on my list that we service. If you have anyone from them that you're able to call to confirm the staffing company's name, that might be best.

Speaker speaker_1: Okay. All right. Um, hold on. Is it The Marriott maybe?

Speaker speaker_0: No, ma'am. The Marriott is a chain of hotels. They're not a staffing company.

Speaker speaker_1: Okay. It says Ritz-Carlton on my paperwork. R-I-T-Z and then Carlton.

Speaker speaker_0: Yes, ma'am. So I do not have any specific staffing company with that specific name on our list.

Speaker speaker_1: I'm sorry, can you give me some names then I might can tell you? 'Cause I'm not for sure.

Speaker speaker_0: Well, unfortunately, that's not how this works 'cause we need to make sure that we're providing you the correct staffing company's offering. The reason for it is we don't work with only one staffing company. We work with over 60 of them all across the United States.

Speaker speaker_1: It's Hospitality Staffing Solutions.

Speaker speaker_0: Okay.

Speaker speaker_1: Sorry.

Speaker speaker_0: What information did you need?

Speaker speaker_1: Okay. So I'm trying to get the insurance. Um, I don't need the healthcare so do I leave that blank? But I will have the dental and vision.

Speaker speaker_0: So you just select dental and vision.

Speaker speaker_1: That's it?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: I'm sorry. And the dental, do... Can you tell me a little bit about the dental to see if I can- if I'm gonna- if I'm gonna need it or not? Like, what it covers?

Speaker speaker_0: It will cover preventative services at 100% without deductible, basic services at 80%, basic restorative services and radiographs at 80%. The annual maximum in services is \$500 and you have a \$50 deductible.

Speaker speaker_1: Okay. All right. Well, thank you. So I can just leave it blank with the healthcare? Do I need to put, like... I know there's, like, a... Hold on and I'll tell you. There is a same thing that... Like, right here it says... I don't know if I need to click it. Are you covered by any other insurance? Do I need to hit yes or no?

Speaker speaker_0: That question is actually optional. Um, if you have Medicaid, you don't have to worry about it.

Speaker speaker_1: Okay. All right. So I can just tap the dental and the vision and I'm good?

Speaker speaker_0: Yes, ma'am. You only need to select what you want to be enrolled into. Anything that you do not, just leave it blank.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Sure thing. Was there anything else we can assist you with today?

Speaker speaker_1: That's it. Thank you.

Speaker speaker_0: My pleasure.