

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today? Hi, Francesca. How are you today? Good. How are you? I'm doing well. Um, I actually just have a few questions, um, 'cause I'm... I have, I have a little bit more time to do, to enroll in my benefits, but I have some questions about like the, um, like the, like the health insurance portion, like those M-V, the VIP bundles and all those things. All right. What staffing company do you work with? Um, Verstellla. What are the last four of your Social? Uh, one, two, four, seven. And what is the last name? Uh, Basa. B as in boy, A-S-A. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, you said mailing address? Yes, sir. Yeah, 3150 West Granville Avenue, Apartment 307, Waukegan, Illinois, 60085. Uh, February 18th, 1982. We have the best contact information down as the phone number, 224-419-8496. Yes, correct. With the email of markjon.basa@gmail.com? Correct. All right. And what was the question you had regarding the medical plan? Um, so those ones are not... Are they... Is it more like, um, like Aflac than an actual insurance plan? Or, I mean, so yeah, I'm just, uh, a little confused of what benefits I'm getting w- when I, when I enroll with them. They're PPO-limited medical plans. Oh, they're PPOs? Mm-hmm. Okay, okay. Uh, do they have the other one? Um, yeah, so they're all PPO with the exclusion of the minimum volume plan, MVP plan. Mm-hmm. That will be the only major medical insurance that they offer. Um, however, with it, you do have the requirement of working 30 hours or more per week to be eligible for it. Okay. Okay. And let's see. So your state is Illinois. If you were to be interested in it, per your state, it would be a monthly deduction for the employee only of \$175 with 89 cents. Okay, I see. Okay. That's, th- that's really all I needed to know. I'll finish up, um, I'll finish up the enrollment tonight just because I have to add, a-add my, uh, my daughters as dependents, so... Understood. So we're gonna be here till 8:00 PM Eastern Time tomorrow. We are closed due to the holidays. Okay. Um, but we're usually open Monday through Friday, that 8:00 AM to 8:00 PM Eastern Time. And Mr. Basa- Okay. ... you have all the way to end of month, the 30th, to process- Okay. ... your enrollment or edit it. Okay. Sounds good. All right. And then the last question I would like to ask is, do you have a copy of their benefit guide? Yes, I do. Understood. I was just gonna offer you a copy, but since you already have one, you are all set. Was there anything else I can help you with today? Uh, no, that's good for right now. I hope you have a wonderful rest of your day, and thank you for your time today. Great. Thank you so much. You're welcome. Mm. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing well. Um, I actually just have a few questions, um, 'cause I'm... I have, I have a little bit more time to do, to enroll in my benefits, but I have some questions about like the, um, like the, like the health insurance portion, like those M-V, the VIP bundles and all those things.

Speaker speaker_0: All right. What staffing company do you work with?

Speaker speaker_1: Um, Verstella.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Uh, one, two, four, seven.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: Uh, Basa. B as in boy, A-S-A.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, you said mailing address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, 3150 West Granville Avenue, Apartment 307, Waukegan, Illinois, 60085. Uh, February 18th, 1982.

Speaker speaker_0: We have the best contact information down as the phone number, 224-419-8496.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: With the email of markjon.basa@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And what was the question you had regarding the medical plan?

Speaker speaker_1: Um, so those ones are not... Are they... Is it more like, um, like Aflac than an actual insurance plan? Or, I mean, so yeah, I'm just, uh, a little confused of what benefits I'm getting w- when I, when I enroll with them.

Speaker speaker_0: They're PPO-limited medical plans.

Speaker speaker_1: Oh, they're PPOs?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Uh, do they have the other one? Um, yeah, so they're all PPO with the exclusion of the minimum volume plan, MVP plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That will be the only major medical insurance that they offer. Um, however, with it, you do have the requirement of working 30 hours or more per week to be eligible for it.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: And let's see. So your state is Illinois. If you were to be interested in it, per your state, it would be a monthly deduction for the employee only of \$175 with 89 cents.

Speaker speaker_1: Okay, I see. Okay. That's, th- that's really all I needed to know. I'll finish up, um, I'll finish up the enrollment tonight just because I have to add, a-add my, uh, my daughters as dependents, so...

Speaker speaker_0: Understood. So we're gonna be here till 8:00 PM Eastern Time tomorrow. We are closed due to the holidays.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but we're usually open Monday through Friday, that 8:00 AM to 8:00 PM Eastern Time. And Mr. Basa-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you have all the way to end of month, the 30th, to process-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your enrollment or edit it.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right. And then the last question I would like to ask is, do you have a copy of their benefit guide?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: Understood. I was just gonna offer you a copy, but since you already have one, you are all set. Was there anything else I can help you with today?

Speaker speaker_1: Uh, no, that's good for right now.

Speaker speaker_0: I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Great. Thank you so much.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Mm. Goodbye.