

Transcript: Francesca

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Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Ms. Bragg on behalf of Searched Staffing. Uh, yeah, this is her. Hello, ma'am. We were giving you a call to let you know your eligibility review has been completed, and you are currently eligible for enrollment. I'm sorry. It's, I'm not eligible for it? No, you are. Oh, I am? Okay. So, uh, um, what, what, do I just pick a plan? Yes, ma'am. So the next process will be letting us know which plans you want to select. Yeah. You don't have to do it right now. You have 'til the 17 of May, if you still need time to think it over. No, I, I, I want to do like the, the best one. I forgot what it was called though. Um, like VIP, I think. So for the VIPs, they have two options, the VIP Standard, which is \$17.63, and the Classic, which is \$19.53. Yeah, the \$19 one with the kid one as well 'cause I have a child, so... All right, so for the child, it will be \$30.19 per paycheck. Yeah, that's okay. Was there anything else that you wanted to be enrolled into or just the medical plan? Um, does that come with like vision and dentists or is it, do I have to do that separate or...? So those are sold separate. Um, the dental is \$11.01 per paycheck, and the vision is \$4.94 per paycheck, and that's including the 12... Yeah. Uh, yes, I just wanna throw everything in there. I don't care how much it takes out of my check, it doesn't sound too bad. Okay, so currently we do not have selected their life insurance or behavior health, which is virtual therapy, along with their group accident. You don't have that? No, I'm saying we currently haven't selected those. Did you want me to select them and put them in your policy? Uh, yeah, yeah. And all of them are gonna be for employee plus child, correct? Yes. All right, so currently the other things that we have not put you for enrollment will be the FreeRx membership, which is \$6.99. That is a membership for the prescriptions. It'll give you access to about 90% of the generic drug prescribed in the US for free. Okay, yeah, that's okay. And then I have short-term disability employee only. What is it? I'm sorry. Don't cut out. It'll be short-term disability for employee only. Okay. Okay, and then aside from that, you have selected all of their plans, um, 'cause the only thing left will be their virtual primary care, but you're already getting virtual services through that VIP plan for urgent care. It is included on it. Okay. Um, now the only service medical-wise that's not included in your current policy that we're making is preventative medical services, 'cause those are only offered by the Stay Healthy plan. So things like your annual... Okay. ... physical, screenings for your blood pressure, iron deficiency, those kind of preventative things to make sure that your optimal health are not covered under the VIP Classic. Mm-hmm. Did you need me to put in that Stay Healthy for \$22.39 on the policy as well? Yes. All right, so that's actually gonna save you \$6.99 'cause that plan will already come with that FreeRx membership for you. Okay. Okay, so currently you're looking at \$79.47 per paycheck. Okay. Do you authorize Searched Staffing to make those deductions for you? Yes, I do. All right, and then while the system is submitting

the enrollment, did you need me to go over any of those plans with you? Uh, no, I think you, uh, covered it great. Will I get a card in the mail or something, or will it come with me and my kid, or...? Yes, ma'am. I'll go over that with the system process, that enrollment. Okay. So once you start working and you're receiving your paycheck, which I believe you already are... Yes, I am. When you see the \$79.47 being deducted from your paycheck following Monday of that specific paycheck is gonna be when your policy's gonna become active. Now... Okay. ... Friday of that same week of activation is when your carrier send out those benefit cards through the mail. Okay. The benefit card that you'll receive is only gonna have your name on it, but it's gonna say employee plus child. It will be the same card... Okay. ... that you and your child will be using for the policy. Okay. Now we just need to add him to the policy. What is the first and last name? Uh, so she's a girl, and, um, her name is Nehemiah. Do you want me to spell that? Um, yes. Is there any special spelling of her first name, or is it just N-I-A? Um, it's N-E-H-E-M-I-A-H. M-I-A-H. N-E-H-E-M-I-A-H. Correct? Yes. And the spelling of her last name, please? Uh, Bragg, B-R-A-G-G. And any chance you have her social? Uh, no, I don't have it right now. All right. So we can go ahead and submit the enrollment with zeros for her. Okay. It won't cause an issue down the line even if you forget to call back in since your staffing code there doesn't have that as a requirement. Okay. And what is her date of birth? Um, it's October 3rd, 2022. 2022. And do we have any other child that needs to be added to this policy or just her? No, nope. Just, just her. All right, and then who would you like to put down as the beneficiary for the life insurance? Um, I guess my daughter. Is she too young for that? Or... No, we're able to put her in there. Okay. All right. So you are all set, Miss Bragg. So from now on, you just have to wait for them to start making your deductions. Okay. Keep in mind you have 'til the 16th next week, which will be Friday, in the event that you want to make any changes to this policy. After that, you'll have to wait 'til August to be able to do any changes. Okay. All right. It was a pleasure speaking with you, and I hope you have a wonderful rest of your day. Thank you so much. You're so great. You too. Thank you. Bye. Thank you. It was a pleasure. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca with Benefits in a Card, looking to speak with Ms. Bragg on behalf of Searched Staffing.

Speaker speaker_0: Uh, yeah, this is her.

Speaker speaker_2: Hello, ma'am. We were giving you a call to let you know your eligibility review has been completed, and you are currently eligible for enrollment.

Speaker speaker_0: I'm sorry. It's, I'm not eligible for it?

Speaker speaker_2: No, you are.

Speaker speaker_0: Oh, I am? Okay. So, uh, um, what, what, do I just pick a plan?

Speaker speaker_2: Yes, ma'am. So the next process will be letting us know which plans you want to select.

Speaker speaker_0: Yeah.

Speaker speaker_2: You don't have to do it right now. You have 'til the 17 of May, if you still need time to think it over.

Speaker speaker_0: No, I, I, I want to do like the, the best one. I forgot what it was called though. Um, like VIP, I think.

Speaker speaker_2: So for the VIPs, they have two options, the VIP Standard, which is \$17.63, and the Classic, which is \$19.53.

Speaker speaker_0: Yeah, the \$19 one with the kid one as well 'cause I have a child, so...

Speaker speaker_2: All right, so for the child, it will be \$30.19 per paycheck.

Speaker speaker_0: Yeah, that's okay.

Speaker speaker_2: Was there anything else that you wanted to be enrolled into or just the medical plan?

Speaker speaker_0: Um, does that come with like vision and dentists or is it, do I have to do that separate or...?

Speaker speaker_2: So those are sold separate. Um, the dental is \$11.01 per paycheck, and the vision is \$4.94 per paycheck, and that's including the 12...

Speaker speaker_0: Yeah. Uh, yes, I just wanna throw everything in there. I don't care how much it takes out of my check, it doesn't sound too bad.

Speaker speaker_2: Okay, so currently we do not have selected their life insurance or behavior health, which is virtual therapy, along with their group accident.

Speaker speaker_0: You don't have that?

Speaker speaker_2: No, I'm saying we currently haven't selected those. Did you want me to select them and put them in your policy?

Speaker speaker_0: Uh, yeah, yeah.

Speaker speaker_2: And all of them are gonna be for employee plus child, correct?

Speaker speaker_0: Yes.

Speaker speaker_2: All right, so currently the other things that we have not put you for enrollment will be the FreeRx membership, which is \$6.99. That is a membership for the prescriptions. It'll give you access to about 90% of the generic drug prescribed in the US for free.

Speaker speaker_0: Okay, yeah, that's okay.

Speaker speaker_2: And then I have short-term disability employee only.

Speaker speaker_0: What is it? I'm sorry. Don't cut out.

Speaker speaker_2: It'll be short-term disability for employee only.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay, and then aside from that, you have selected all of their plans, um, 'cause the only thing left will be their virtual primary care, but you're already getting virtual services through that VIP plan for urgent care. It is included on it.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, now the only service medical-wise that's not included in your current policy that we're making is preventative medical services, 'cause those are only offered by the Stay Healthy plan. So things like your annual...

Speaker speaker_0: Okay.

Speaker speaker_2: ... physical, screenings for your blood pressure, iron deficiency, those kind of preventative things to make sure that your optimal health are not covered under the VIP Classic.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Did you need me to put in that Stay Healthy for \$22.39 on the policy as well?

Speaker speaker_0: Yes.

Speaker speaker_2: All right, so that's actually gonna save you \$6.99 'cause that plan will already come with that FreeRx membership for you.

Speaker speaker_0: Okay.

Speaker speaker_2: Okay, so currently you're looking at \$79.47 per paycheck.

Speaker speaker_0: Okay.

Speaker speaker_2: Do you authorize Searched Staffing to make those deductions for you?

Speaker speaker_0: Yes, I do.

Speaker speaker_2: All right, and then while the system is submitting the enrollment, did you need me to go over any of those plans with you?

Speaker speaker_0: Uh, no, I think you, uh, covered it great. Will I get a card in the mail or something, or will it come with me and my kid, or...?

Speaker speaker_2: Yes, ma'am. I'll go over that with the system process, that enrollment.

Speaker speaker_0: Okay.

Speaker speaker_2: So once you start working and you're receiving your paycheck, which I believe you already are...

Speaker speaker_0: Yes, I am.

Speaker speaker_2: When you see the \$79.47 being deducted from your paycheck following Monday of that specific paycheck is gonna be when your policy's gonna become active. Now...

Speaker speaker_0: Okay.

Speaker speaker_2: ... Friday of that same week of activation is when your carrier send out those benefit cards through the mail.

Speaker speaker_0: Okay.

Speaker speaker_2: The benefit card that you'll receive is only gonna have your name on it, but it's gonna say employee plus child. It will be the same card...

Speaker speaker_0: Okay.

Speaker speaker_2: ... that you and your child will be using for the policy.

Speaker speaker_0: Okay.

Speaker speaker_2: Now we just need to add him to the policy. What is the first and last name?

Speaker speaker_0: Uh, so she's a girl, and, um, her name is Nehemiah. Do you want me to spell that?

Speaker speaker_2: Um, yes. Is there any special spelling of her first name, or is it just N-I-A?

Speaker speaker_0: Um, it's N-E-H-E-M-I-A-H.

Speaker speaker_2: M-I-A-H. N-E-H-E-M-I-A-H. Correct?

Speaker speaker_0: Yes.

Speaker speaker_2: And the spelling of her last name, please?

Speaker speaker_0: Uh, Bragg, B-R-A-G-G.

Speaker speaker_2: And any chance you have her social?

Speaker speaker_0: Uh, no, I don't have it right now.

Speaker speaker_2: All right. So we can go ahead and submit the enrollment with zeros for her.

Speaker speaker_0: Okay.

Speaker speaker_2: It won't cause an issue down the line even if you forget to call back in since your staffing code there doesn't have that as a requirement.

Speaker speaker_0: Okay.

Speaker speaker_2: And what is her date of birth?

Speaker speaker_0: Um, it's October 3rd, 2022.

Speaker speaker_2: 2022. And do we have any other child that needs to be added to this policy or just her?

Speaker speaker_0: No, nope. Just, just her.

Speaker speaker_2: All right, and then who would you like to put down as the beneficiary for the life insurance?

Speaker speaker_0: Um, I guess my daughter. Is she too young for that? Or...

Speaker speaker_2: No, we're able to put her in there.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. So you are all set, Miss Bragg. So from now on, you just have to wait for them to start making your deductions.

Speaker speaker_0: Okay.

Speaker speaker_2: Keep in mind you have 'til the 16th next week, which will be Friday, in the event that you want to make any changes to this policy. After that, you'll have to wait 'til August to be able to do any changes.

Speaker speaker_0: Okay.

Speaker speaker_2: All right. It was a pleasure speaking with you, and I hope you have a wonderful rest of your day.

Speaker speaker_0: Thank you so much. You're so great. You too. Thank you. Bye.

Speaker speaker_2: Thank you. It was a pleasure. Bye-bye.

Speaker speaker_0: Bye.