

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Car. I'm calling to speak with Ms. Brown on behalf of the Hospitality Staffing Solutions. Yes, ma'am. How are you doing today? Good. How are you today? I'm doing good. We were giving you a call today in regards to the insurance enrollment form you filled out December 16th. So the form you filled out stated that you wanted to be enrolled into dental for yourself and family. However, you didn't provide your family's information. Okay. Was that a, um, a selection wrong? No, it was right. I was trying to enroll, uh, my daughter. Are you enrolling a spouse as well or just your daughter? Um, just my daughter. And will it be only for that dental plan or did you want to put her also on the other plans that you selected? Uh, just the dental plan. All right. And then the other thing with the form that we also needed to discuss with you is you selected two plans that can be put together. You chose the VIP Standard Plan which covers hospital indemnity services and you also selected MEC Enhanced which has both preventative and hospital indemnity. So we were wondering which of those two were you wanting to enroll into. The MEC Enhanced requires network and the VIP Standard does not. Um, the second one. The MEC Enhanced? Yes, ma'am. All right. So it's going to be a total election of \$55.48 per paycheck. Okay. And is the daughter that you were looking to add into the policy the same one you put as a beneficiary? Desiria? De, Desiria, yes, ma'am. Desiria. Sorry for mispronouncing it. Oh, no, you're fine. All right. Um, any chance you have her social with you at the moment? If not, it's completely fine. Um, I do. Hold on just a second. Hold on, hold on. Her social is 632-082657. And what is her date of birth? March 13th, 2007. All right. Okay. So once HSS has a job for you and you start working, they will start making the deductions for the insurance. And then once you see that very first deduction, following Monday would be when your policy would become active. That same week of activation, Friday, is going to be when the carrier sends out your benefit card. Yes, ma'am. All right. And then you are all set. So HSS should be reaching back out to you to assist you with a job to let you know which assignment they have located for you if they haven't already. Yes, ma'am. Okay. All right. So you are all set. I do hope you have a wonderful rest of your day and thank you for your time today. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits in a Car. I'm calling to speak with Ms. Brown on behalf of the Hospitality Staffing Solutions.

Speaker speaker_2: Yes, ma'am. How are you doing today?

Speaker speaker_1: Good. How are you today?

Speaker speaker_2: I'm doing good.

Speaker speaker_1: We were giving you a call today in regards to the insurance enrollment form you filled out December 16th. So the form you filled out stated that you wanted to be enrolled into dental for yourself and family. However, you didn't provide your family's information.

Speaker speaker_2: Okay.

Speaker speaker_1: Was that a, um, a selection wrong?

Speaker speaker_2: No, it was right. I was trying to enroll, uh, my daughter.

Speaker speaker_1: Are you enrolling a spouse as well or just your daughter?

Speaker speaker_2: Um, just my daughter.

Speaker speaker_1: And will it be only for that dental plan or did you want to put her also on the other plans that you selected?

Speaker speaker_2: Uh, just the dental plan.

Speaker speaker_1: All right. And then the other thing with the form that we also needed to discuss with you is you selected two plans that can be put together. You chose the VIP Standard Plan which covers hospital indemnity services and you also selected MEC Enhanced which has both preventative and hospital indemnity. So we were wondering which of those two were you wanting to enroll into. The MEC Enhanced requires network and the VIP Standard does not.

Speaker speaker_2: Um, the second one.

Speaker speaker_1: The MEC Enhanced?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So it's going to be a total election of \$55.48 per paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: And is the daughter that you were looking to add into the policy the same one you put as a beneficiary? Desiria?

Speaker speaker_2: De, Desiria, yes, ma'am.

Speaker speaker_1: Desiria. Sorry for mispronouncing it.

Speaker speaker_2: Oh, no, you're fine.

Speaker speaker_1: All right. Um, any chance you have her social with you at the moment? If not, it's completely fine.

Speaker speaker_2: Um, I do. Hold on just a second. Hold on, hold on. Her social is 632-082657.

Speaker speaker_1: And what is her date of birth?

Speaker speaker_2: March 13th, 2007.

Speaker speaker_1: All right. Okay. So once HSS has a job for you and you start working, they will start making the deductions for the insurance. And then once you see that very first deduction, following Monday would be when your policy would become active. That same week of activation, Friday, is going to be when the carrier sends out your benefit card.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. And then you are all set. So HSS should be reaching back out to you to assist you with a job to let you know which assignment they have located for you if they haven't already.

Speaker speaker_2: Yes, ma'am. Okay.

Speaker speaker_1: All right. So you are all set. I do hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Bye-bye.