

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Franchesca. How can I assist you today? Hi. Um, I'm calling to see if I can get my husband qualified for benefits? Sure thing. So which of you guys will be the one working with the staffing company? Is it you adding him into the policy or is he the one working with the staffing company? He's the one working with the staffing company. Is he there with you? Yes. Okay. Yes, I'm here. So I have to do the process with you, sir. Um, what staffing company do you work with? Uh, Terra Staffing. What is the last four of the social? 1960. And your last name? Valdez. V-A-L-D-E-Z. All right, and for security purposes, could you verify your mailing address and your date of birth? Uh, date of birth is 07/07/1965. All right, and what is the address? Address is 4956 East 125th Avenue, Thornton, Colorado, 80241. I have the best phone number to reach you at, 303-304-0820? Correct. And we have your email down as alexvaldez, without the e between the d and z, 65.ab@gmail.com? It's Alan, A-L-A-N, not Alex. Okay, was everything else correct? Yeah, it's A-L-A-N V-A-L-D-Z 65 dot @gmail.com. Or is it ab@gmail.com? Something like that. Let me double-check. Hang on. Sometimes I forget my email address. Of course. Yeah, it's A-L-A-N V-A-L-D-Z 65.av@gmail.com. All right. Um, so you are eligible to enroll through your company open enrollment period. They started it today. Did you want me to go over the benefits with you or your spouse? Both of us is fine. Understood. So currently they're offering medical, dental, vision, short term disability, term life which is their life insurance and ID expert which is an identity theft protection. Those are currently the plans being listed. Depending on the plans as well as whether or not you're putting a dependent will depend on how much the policy will come out to be per paycheck. Okay, he's just gonna want the medical and the vision. Okay. So there is only one- And the short term. And the short term. Yep, just him. Just him by himself. Just me by myself. All right. So there's only one vision plan being offered. It will be \$2.14 per paycheck. It will cover you with a \$10 copay for your eye exam, a \$25 copay for the lenses and the frames, a \$0 copay for contact lens fittings and it has an annual frame allowance of \$130. And then for the short term disability, it will be \$3.94 per paycheck. Um, you do have to be actively working 80 hours or more per paycheck. They have a seven-day elimination period. The benefit period will be 90 days with a \$650 benefit amount per month. Can you repeat that please, all of that? Can we write it, we forgot to write it down real quick. Sure thing. The vision plan is \$2.14 per paycheck. Yeah, make it slow so we can write it down. Okay, I've got the vision for \$2.14. There's a \$10 copay for eye exam. Okay. A \$25 copay for lenses and frames. Okay. A \$0 copay for contact lens fittings. Okay. And then the annual frame allowance is \$130. Okay. And then the short term disability is \$3.94 per paycheck. Okay. It does have the requirement of him working 20 hours or more per week. Okay. The elimination period is seven days. Okay. The benefit period is 90 days. Okay. And the benefit amount is \$650 per month. Okay. And

then after that onto the medical, there is a total of three plans they offered. Okay. Now these are all limited plans. They're also split into two categories. So they have preventative. Um, preventative benefits are basically those that you get to make sure that you are apt to health, like your screening for blood pressure or iron deficiency. Wait, let me ask you a question real quick. Do you have all this written down somewhere where you could email it, everything to him? Sure thing, ma'am. I can send him a copy of the benefit guide. And do I get- Here. ... medical cards on top of that? Well, we got to figure out which one we're gonna go with. All right, all right. Can you email so we know what our three options are? Sure thing, ma'am. Okay. And then once we just, once we figure out what we want, do we call you back or do we give it to Tierra Staffing? You'll be giving us a callback. Since we're the account administrator, anything that has to be related with health insurance you'll be giving us a call. Okay. If you could just email him everything so we can, um, go over it and then we can call back with exactly what we want. Of course. Sure thing. He has all the way to January 3rd to enroll into coverage and then I send them from our office email which is info@benefitsinacard. What is it called? I'm sorry. Info@benefitsinacard. Info? Mm-hmm. And how soon could you send that over? I have already sent it over. It should be in your inbox, if not, in your junk or spam mail. Okay, we're gonna check real quick, your email. The benefits guide? Okay, we got it. Yes, ma'am. That'll be the one. All right, thank you. My pleasure and I hope you have a wonderful rest of your day. Uh-huh. Um, we're going to be open 8:00 AM to 3:00 PM Mondays through Fridays Eastern Time. I believe our hours of operation are also in that email. All right, thank you. No problem. Have a good one. Uh-huh. See you then.

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 the Franchisesca. How can I assist you today?

Speaker speaker_2: Hi. Um, I'm calling to see if I can get my husband qualified for benefits?

Speaker speaker_1: Sure thing. So which of you guys will be the one working with the staffing company? Is it you adding him into the policy or is he the one working with the staffing company?

Speaker speaker_2: He's the one working with the staffing company.

Speaker speaker_1: Is he there with you?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay.

Speaker speaker_3: Yes, I'm here.

Speaker speaker_1: So I have to do the process with you, sir. Um, what staffing company do you work with?

Speaker speaker_3: Uh, Terra Staffing.

Speaker speaker_1: What is the last four of the social?

Speaker speaker_3: 1960.

Speaker speaker_1: And your last name?

Speaker speaker_3: Valdez. V-A-L-D-E-Z.

Speaker speaker_1: All right, and for security purposes, could you verify your mailing address and your date of birth?

Speaker speaker_3: Uh, date of birth is 07/07/1965.

Speaker speaker_1: All right, and what is the address?

Speaker speaker_3: Address is 4956 East 125th Avenue, Thornton, Colorado, 80241.

Speaker speaker_1: I have the best phone number to reach you at, 303-304-0820?

Speaker speaker_3: Correct.

Speaker speaker_1: And we have your email down as alexvaldez, without the e between the d and z, 65.ab@gmail.com?

Speaker speaker_3: It's Alan, A-L-A-N, not Alex.

Speaker speaker_1: Okay, was everything else correct?

Speaker speaker_3: Yeah, it's A-L-A-N V-A-L-D-Z 65 dot @gmail.com. Or is it ab@gmail.com? Something like that. Let me double-check. Hang on. Sometimes I forget my email address.

Speaker speaker_1: Of course.

Speaker speaker_3: Yeah, it's A-L-A-N V-A-L-D-Z 65.av@gmail.com.

Speaker speaker_1: All right. Um, so you are eligible to enroll through your company open enrollment period. They started it today. Did you want me to go over the benefits with you or your spouse?

Speaker speaker_3: Both of us is fine.

Speaker speaker_1: Understood. So currently they're offering medical, dental, vision, short term disability, term life which is their life insurance and ID expert which is an identity theft protection. Those are currently the plans being listed. Depending on the plans as well as whether or not you're putting a dependent will depend on how much the policy will come out to be per paycheck.

Speaker speaker_2: Okay, he's just gonna want the medical and the vision.

Speaker speaker_1: Okay. So there is only one-

Speaker speaker_2: And the short term.

Speaker speaker_1: And the short term.

Speaker speaker_2: Yep, just him. Just him by himself.

Speaker speaker_3: Just me by myself.

Speaker speaker_1: All right. So there's only one vision plan being offered. It will be \$2.14 per paycheck. It will cover you with a \$10 copay for your eye exam, a \$25 copay for the lenses and the frames, a \$0 copay for contact lens fittings and it has an annual frame allowance of \$130. And then for the short term disability, it will be \$3.94 per paycheck. Um, you do have to be actively working 80 hours or more per paycheck. They have a seven-day elimination period. The benefit period will be 90 days with a \$650 benefit amount per month.

Speaker speaker_3: Can you repeat that please, all of that? Can we write it, we forgot to write it down real quick.

Speaker speaker_1: Sure thing. The vision plan is \$2.14 per paycheck.

Speaker speaker_3: Yeah, make it slow so we can write it down.

Speaker speaker_1: Okay, I've got the vision for \$2.14. There's a \$10 copay for eye exam.

Speaker speaker_2: Okay.

Speaker speaker_1: A \$25 copay for lenses and frames.

Speaker speaker_2: Okay.

Speaker speaker_1: A \$0 copay for contact lens fittings.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the annual frame allowance is \$130.

Speaker speaker_2: Okay.

Speaker speaker_1: And then the short term disability is \$3.94 per paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: It does have the requirement of him working 20 hours or more per week.

Speaker speaker_2: Okay.

Speaker speaker_1: The elimination period is seven days.

Speaker speaker_2: Okay.

Speaker speaker_1: The benefit period is 90 days.

Speaker speaker_2: Okay.

Speaker speaker_1: And the benefit amount is \$650 per month.

Speaker speaker_2: Okay.

Speaker speaker_1: And then after that onto the medical, there is a total of three plans they offered.

Speaker speaker_2: Okay.

Speaker speaker_1: Now these are all limited plans. They're also split into two categories. So they have preventative. Um, preventative benefits are basically those that you get to make sure that you are apt to health, like your screening for blood pressure or iron deficiency.

Speaker speaker_4: Wait, let me ask you a question real quick. Do you have all this written down somewhere where you could email it, everything to him?

Speaker speaker_1: Sure thing, ma'am. I can send him a copy of the benefit guide.

Speaker speaker_5: And do I get-

Speaker speaker_4: Here.

Speaker speaker_5: ... medical cards on top of that?

Speaker speaker_4: Well, we got to figure out which one we're gonna go with.

Speaker speaker_5: All right, all right.

Speaker speaker_4: Can you email so we know what our three options are?

Speaker speaker_1: Sure thing, ma'am.

Speaker speaker_4: Okay. And then once we just, once we figure out what we want, do we call you back or do we give it to Tierra Staffing?

Speaker speaker_1: You'll be giving us a callback. Since we're the account administrator, anything that has to be related with health insurance you'll be giving us a call.

Speaker speaker_4: Okay. If you could just email him everything so we can, um, go over it and then we can call back with exactly what we want.

Speaker speaker_1: Of course. Sure thing. He has all the way to January 3rd to enroll into coverage and then I send them from our office email which is info@benefitsinacard.

Speaker speaker_4: What is it called? I'm sorry.

Speaker speaker_1: Info@benefitsinacard.

Speaker speaker_4: Info?

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: And how soon could you send that over?

Speaker speaker_1: I have already sent it over. It should be in your inbox, if not, in your junk or spam mail.

Speaker speaker_4: Okay, we're gonna check real quick, your email. The benefits guide? Okay, we got it.

Speaker speaker_1: Yes, ma'am. That'll be the one.

Speaker speaker_4: All right, thank you.

Speaker speaker_1: My pleasure and I hope you have a wonderful rest of your day.

Speaker speaker_4: Uh-huh.

Speaker speaker_1: Um, we're going to be open 8:00 AM to 3:00 PM Mondays through Fridays Eastern Time. I believe our hours of operation are also in that email.

Speaker speaker_4: All right, thank you.

Speaker speaker_1: No problem. Have a good one.

Speaker speaker_4: Uh-huh. See you then.