

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes. I started working at, through WorkSmart last week. Um, I was just curious how soon can I get insurance and how much it is? Okay, so WorkSmart. What's the last four of your Social so I can pull your file for you? 7107. And your first name, last name? Rita Best. And you said you recently just started with WorkSmart? Yes. Okay, 'cause I wasn't seeing your file and- Not... Last week was my first week. I think on Wednesday I started. Okay, 'cause I wasn't seeing your file on our system just yet. So in order for me to create the file in our system to get you enrolled into benefits, I need your full Social. Okay. Hang on a minute. Just I got a, something caught in my throat. It's 8, or 479-88-7107. Okay. And you said Rita Best? Yes. Okay. And your home address, including city, state and zip code. 108 James Drive, Greenville, South Carolina 29605. And your date of birth? Um, 05/11/1964. And a good telephone number has 884-2042? That's correct. And do you have a good email? RMBest64@gmail.com. I won't give you my cute one. I, when my kids were in school, I used overworked parent. I wanted like overworked mom or something like that and all those were taken. Totally understand. Um, so let's see here. And so I do know that WorkSmart, they do offer three medical plans. Um, one of the medical plans- Yes. ... just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's the Stay Healthy MEC, and that's \$16.32 a week. Okay. And they have two other medical plans, the VIP plans. Now those actually cover hospitals, doctors and medications. Okay. The only major difference between the Basic and the Classic is how much the insurance carrier pays the cover things. Um, but those range from \$16.68 to \$20.06 per week. However, WorkSmart does offer other things like FreeRx which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident. Okay. Now is there a way that they can email all the plans and then that way I can see price and go yes, no? Um, yeah. I can email you a copy of a benefit guide. Um, I'll go ahead and email that to you. Uh, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. And I do also know that you have 30 days from your first paycheck to enroll in the benefits, 'cause that's considered your personal open enrollment period, okay? Okay. Okay. Well, is there anything else I can- Yeah. ... help you out with today? No. Thank you, sir. You've been wonderful. You're welcome. You have a great day, Rita, all right? So if you, if I have to rate your call- Yeah. ... on a, like a one to five, being five being perfect, you'd be the five. Awesome. I really do appreciate that, Rita. You're welcome. Have a great day. Is there anything... You do the same, okay? Oh, thank you, too. All right, thank you. Okay. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. I started working at, through WorkSmart last week. Um, I was just curious how soon can I get insurance and how much it is?

Speaker speaker_1: Okay, so WorkSmart. What's the last four of your Social so I can pull your file for you?

Speaker speaker_2: 7107.

Speaker speaker_1: And your first name, last name?

Speaker speaker_2: Rita Best.

Speaker speaker_1: And you said you recently just started with WorkSmart?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, 'cause I wasn't seeing your file and-

Speaker speaker_2: Not... Last week was my first week. I think on Wednesday I started.

Speaker speaker_1: Okay, 'cause I wasn't seeing your file on our system just yet. So in order for me to create the file in our system to get you enrolled into benefits, I need your full Social.

Speaker speaker_2: Okay. Hang on a minute. Just I got a, something caught in my throat. It's 8, or 479-88-7107.

Speaker speaker_1: Okay. And you said Rita Best?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And your home address, including city, state and zip code.

Speaker speaker_2: 108 James Drive, Greenville, South Carolina 29605.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Um, 05/11/1964.

Speaker speaker_1: And a good telephone number has 884-2042?

Speaker speaker_2: That's correct.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: RMBest64@gmail.com. I won't give you my cute one. I, when my kids were in school, I used overworked parent. I wanted like overworked mom or something like that and all those were taken.

Speaker speaker_1: Totally understand. Um, so let's see here. And so I do know that WorkSmart, they do offer three medical plans. Um, one of the medical plans-

Speaker speaker_2: Yes.

Speaker speaker_1: ... just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's the Stay Healthy MEC, and that's \$16.32 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: And they have two other medical plans, the VIP plans. Now those actually cover hospitals, doctors and medications.

Speaker speaker_2: Okay.

Speaker speaker_1: The only major difference between the Basic and the Classic is how much the insurance carrier pays the cover things. Um, but those range from \$16.68 to \$20.06 per week. However, WorkSmart does offer other things like FreeRx which gives out free or discounted prescription coverage, dental, short-term disability, term life which is life insurance, vision, critical illness, group accident.

Speaker speaker_2: Okay. Now is there a way that they can email all the plans and then that way I can see price and go yes, no?

Speaker speaker_1: Um, yeah. I can email you a copy of a benefit guide. Um, I'll go ahead and email that to you. Uh, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. And I do also know that you have 30 days from your first paycheck to enroll in the benefits, 'cause that's considered your personal open enrollment period, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I can-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... help you out with today?

Speaker speaker_2: No. Thank you, sir. You've been wonderful.

Speaker speaker_1: You're welcome. You have a great day, Rita, all right?

Speaker speaker_2: So if you, if I have to rate your call-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... on a, like a one to five, being five being perfect, you'd be the five.

Speaker speaker_1: Awesome. I really do appreciate that, Rita.

Speaker speaker_2: You're welcome. Have a great day.

Speaker speaker_1: Is there anything... You do the same, okay?

Speaker speaker_2: Oh, thank you, too. All right, thank you. Okay. Bye.

Speaker speaker_1: Bye-bye.