

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I'm calling to, um, get some information about, um, the benefits, like, for dental. Okay. Um, what's the staffing agency you work for? Um, HSS. And the last four of your Social? 3147. And what was your first and last name? Sarah. S-A-R-A-H. And also L-U-B-R-U-N. And for security purposes, can you verify the home address, including city, state and zip code, Sarah? Um, 1719 Americana Boulevard. Oh, um, zip code 32839, Orlando, Florida. And confirm your date of birth? July 17th, 1985. And a good telephone number have is 407-652-8506? Yes. And the email I have is your first and last name @gmail? Yeah. Okay, so let's see here. Um, so dental through HSS would be \$3.38 per week for employee only. However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 co-pay. Okay. Um, w- uh, do you have like, uh, the family bundle? Or... Yes. So family for, uh, for dental for employee plus family is \$13.44 a week. Oh, okay. Okay. So if I wi- I wanted to enroll, I just give you the information on the phone? Uh, correct. Uh, the dependents, uh, uh, socials and date of births. Yes, ma'am. Okay. Okay, so dental- Okay. ... for employee plus family. Anything else? Uh, yeah, that's it. Okay, so doing th- that would make a total deduction \$13.44 a week. Do you authorize HSS to make that deduction for you? Yeah. Okay. So let me go ahead and save that. And what's the spouse's first name? Um, it's my son, Jermaine Thompson. Mm-hmm. Okay, so you want employee plus children coverage, correct? Yes. Okay. So let's see here. So doing employee plus children would make it \$8.92 per week. Okay? Okay. And then what's the child's first and last name? Jermaine. J-E-R-M-A-I-N-E. Thompson. T-H-O-M-P-S-O-N. And his Social? 164040206. And just to confirm, 164040206? Yes. Okay. And his date of birth? August the 19th, 2004. And is there another child? No. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction of the \$8.92 come off your paycheck, coverage begins the Monday we receive that deduction from HSS. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Okay. But other than that, Sarah, is there anything else I could help you out with today? No, that's good. That's fine. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You do, too. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. I'm calling to, um, get some information about, um, the benefits, like, for dental.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Um, HSS.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3147.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Sarah. S-A-R-A-H. And also L-U-B-R-U-N.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Sarah?

Speaker speaker_2: Um, 1719 Americana Boulevard. Oh, um, zip code 32839, Orlando, Florida.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: July 17th, 1985.

Speaker speaker_1: And a good telephone number have is 407-652-8506?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is your first and last name @gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. Um, so dental through HSS would be \$3.38 per week for employee only. However, when it comes to dental, all of your preventative visits would be covered at 100%, which may include your basic cleanings, check-ups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those would be covered at 80% if met by a \$50 co-pay.

Speaker speaker_2: Okay. Um, w- uh, do you have like, uh, the family bundle? Or...

Speaker speaker_1: Yes. So family for, uh, for dental for employee plus family is \$13.44 a week.

Speaker speaker_2: Oh, okay. Okay. So if I wi- I wanted to enroll, I just give you the information on the phone?

Speaker speaker_1: Uh, correct. Uh, the dependents, uh, uh, socials and date of births. Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so dental-

Speaker speaker_2: Okay.

Speaker speaker_1: ... for employee plus family. Anything else?

Speaker speaker_2: Uh, yeah, that's it.

Speaker speaker_1: Okay, so doing th- that would make a total deduction \$13.44 a week. Do you authorize HSS to make that deduction for you?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So let me go ahead and save that. And what's the spouse's first name?

Speaker speaker_2: Um, it's my son, Jermaine Thompson.

Speaker speaker_1: Mm-hmm. Okay, so you want employee plus children coverage, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So doing employee plus children would make it \$8.92 per week. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And then what's the child's first and last name?

Speaker speaker_2: Jermaine. J-E-R-M-A-I-N-E. Thompson. T-H-O-M-P-S-O-N.

Speaker speaker_1: And his Social?

Speaker speaker_2: 164040206.

Speaker speaker_1: And just to confirm, 164040206?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And his date of birth?

Speaker speaker_2: August the 19th, 2004.

Speaker speaker_1: And is there another child?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_2: Okay.

Speaker speaker_1: Then whenever you witness your first payroll deduction of the \$8.92 come off your paycheck, coverage begins the Monday we receive that deduction from HSS.

Speaker speaker_2: Okay.

Speaker speaker_1: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: But other than that, Sarah, is there anything else I could help you out with today?

Speaker speaker_2: No, that's good. That's fine.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: You do, too.

Speaker speaker_1: Thank you. Bye-bye.