

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, good morning, Justin. My name is Jeremy Dunwood. Uh, I'm a recent, uh, employee with, uh, ATC, recently signed on. And, uh, I wanted to sign up for the, uh, dental plan I was just, uh, reviewing here. How do I go about doing that? Um, yeah, let me check on that. So ATC Healthcare. What's the last four of your social? 4271. And for security purposes, can you verify your home address, including city, state and zip code, Jeremy? Yeah. So, that would be 884 Gutherland Drive, uh, Hampton, Georgia. Let me double-check on that, uh, zip code. 30228. Uh, confirm your date of birth. Uh, 7/15/1985. And a good telephone number to have is 226-9676. Yes. And the email I have is jeremyd@gmail.com. Uh, also correct. Okay, so let's see here. So just dental? Anything else? Um, nope, uh, just the dental. Um, well, I was looking at the, uh, the- the benefits guide. And I see in the literature, it says that it covers things, like root canals and, uh, crowns and whatnot, but it doesn't say what percentage. It only says the per- percentage for, like the preventative basic, um, radiographs and the waiting period. Um, is- is there any add- additional information I can get on, uh, like the- the more major things, like crowns or whatnot? Um, so whatever's in the benefit guide is what we know at Benefits and a Card. Um, now I can provide you with the actual insurance carrier's telephone number to ask more in-depth questions. Uh, yeah, that'd be great. Let me grab it for you. Okay. And I'll review that when you are... with that. Okay, so the insurance carrier is American Public Life, and their telephone number is 800-256-8606. Thank you. You're welcome. Okay, um, so did you want to process the dental enrollment? I did. Okay. Um, so doing dental for employee only would make your total deductions \$3.64 per week. Do you authorize ATC Healthcare to make that deduction for you? I do. Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$3.64 come off your paycheck, coverage begins the Monday we receive that deduction from ATC. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jeremy, is there anything else I can assist you with today? Um, no, you've been very helpful. Uh, thank you and have a wonderful day. You do the same, okay? Mm-hmm. All right, goodbye. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, good morning, Justin. My name is Jeremy Dunwood. Uh, I'm a recent, uh, employee with, uh, ATC, recently signed on. And, uh, I wanted to sign up for the, uh, dental plan I was just, uh, reviewing here. How do I go about doing that?

Speaker speaker_0: Um, yeah, let me check on that. So ATC Healthcare. What's the last four of your social?

Speaker speaker_1: 4271.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Jeremy?

Speaker speaker_1: Yeah. So, that would be 884 Gutherland Drive, uh, Hampton, Georgia. Let me double-check on that, uh, zip code. 30228.

Speaker speaker_0: Uh, confirm your date of birth.

Speaker speaker_1: Uh, 7/15/1985.

Speaker speaker_0: And a good telephone number to have is 226-9676.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jeremyd@gmail.com.

Speaker speaker_1: Uh, also correct.

Speaker speaker_0: Okay, so let's see here. So just dental? Anything else?

Speaker speaker_1: Um, nope, uh, just the dental. Um, well, I was looking at the, uh, the- the benefits guide. And I see in the literature, it says that it covers things, like root canals and, uh, crowns and whatnot, but it doesn't say what percentage. It only says the per- percentage for, like the preventative basic, um, radiographs and the waiting period. Um, is- is there any add- additional information I can get on, uh, like the- the more major things, like crowns or whatnot?

Speaker speaker_0: Um, so whatever's in the benefit guide is what we know at Benefits and a Card. Um, now I can provide you with the actual insurance carrier's telephone number to ask more in-depth questions.

Speaker speaker_1: Uh, yeah, that'd be great. Let me grab it for you.

Speaker speaker_0: Okay.

Speaker speaker_1: And I'll review that when you are... with that.

Speaker speaker_0: Okay, so the insurance carrier is American Public Life, and their telephone number is 800-256-8606.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Okay, um, so did you want to process the dental enrollment?

Speaker speaker_1: I did.

Speaker speaker_0: Okay. Um, so doing dental for employee only would make your total deductions \$3.64 per week. Do you authorize ATC Healthcare to make that deduction for you?

Speaker speaker_1: I do.

Speaker speaker_0: Okay. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$3.64 come off your paycheck, coverage begins the Monday we receive that deduction from ATC. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jeremy, is there anything else I can assist you with today?

Speaker speaker_1: Um, no, you've been very helpful. Uh, thank you and have a wonderful day.

Speaker speaker_0: You do the same, okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, goodbye.

Speaker speaker_1: Goodbye. Bye.