

## Transcript: Justin

**Mills-4665805978648576-5013276751740928**

### Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, uh, I was having some trouble, um, I'm, uh, getting a job through, uh, Doherty Staffing. And, uh, when I hit the, uh, link in their website thing, it, uh, brings me to what they say is your guys' website, and it keeps giving me some, uh, like application error thing for your guys' website when I try to sign up for it. So, I was trying to- Okay. ... uh, get signed up for the benefits, but, uh, they said I should talk to you guys about it. Yeah, I can get you enrolled over the phone. Um, so Doherty Staffing you said? Uh, yes. And you said you're applying to them, correct? Uh, yeah, I got a job offer. Okay. So, in order for me to create a file- So, 472- Yeah. So, in order for me to create a file in our system to enroll you into their benefits, I need your full Social. Yeah, that's fine. Are you ready for it? Yes, sir. Uh, it'll be 472-31-1383. Okay. So, let's see here. Have you worked with Doherty in the past before or no? Uh, no, this is my first time. Oh, okay. So, it looks like we already got your demographic information. Eric, correct? Uh, yes. Okay. For security purposes, could you verify your home address, including city, state, and ZIP code? Uh, hold on. I just, uh, recently moved, so I gotta look it up here. All right. A piece of mail or something, my ID here. All right. All right. It would be, uh, 25685 3rd Street West, Apartment 205, Zimmerman, Minnesota 55398. And confirm your date of birth? Uh, 03/28/96. And a good telephone number have a 763-226-8747? Uh, yes. And the email I have ericmdmeyer@gmail? Uh, yes. Okay. Um, so let's see here. And did you have an idea of what you wanted through Doherty Staffing, or no? Uh, what was that? Did you have an idea of what you wanted to be enrolled into through Doherty or no? I do not, but I, I do have a not yet wife. I mean, we're getting married on Friday, and I have a child. So, I'd like to cover everybody if I could. Okay. I don't know if I can cover her yet 'cause she's not technically, like, legally my wife yet, but on Friday she will be. So, next Friday? Uh, this coming Friday. Not today, but next Friday. So, yes. All right. It's the, uh, 18th, she will, we will be married, so... Okay. Congratulations. Let's see here. Uh, thank you. So, I do know that Doherty, um, they offer two different medical or three different medical plans. One of the medical plans is the Stay Healthy MEC TeleRx. Now, that one just covers preventative healthcare services only. So, like physicals, diabetes screenings, vaccinations, stuff like that. For employee plus family, that's \$25.63. And then, they have another medical plan, the VIP Standard, which covers hospitals, doctors, and medications. Um, for employee plus family, that's \$43.46 per week. And then the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$100.63 per week. And then, I do know that Doherty Staffing does offer other things like short-term disability, critical illness, dental, vision, of course, uh, term life, which is life insurance, group accident, and behavior health. Um, so what I can do right now, I can email you this copy of a benefit guide just so you have something to look at, and then give you a more in-depth rundown of, if you had any other

questions regarding it. All right. Uh, would I be able to take a look at it and, uh, call you back later? Yeah, that should be fine. Um, we are open- All right. ... Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, and I do know that you have 30 days from your first paycheck to be enrolled, 'cause that's considered your personal open enrollment period. Okay? Yeah. And then, uh, I was kind of wondering, uh, when would, uh, benefits kick in? Is it, like, uh, right away after my first check, or... Um, so if we got in, so say if we got enrolled today, for example, or whenever you got enrolled, pending enrollments do take one to two weeks to go through. So, there is that. And then- All right. ... whenever you witness a deduction of whatever you enrolled into, coverage begins that following Monday. So, it's a good one- All right. ... to two week process. All right. All right. Sounds good. Uh, I will take a look at it and, uh, I'll call you guys back, uh, possibly later today. Awesome. Well, that email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? All right. Thank you. You're welcome. You have a great day, all right? You too. All right. Bye-bye. All right. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, uh, I was having some trouble, um, I'm, uh, getting a job through, uh, Doherty Staffing. And, uh, when I hit the, uh, link in their website thing, it, uh, brings me to what they say is your guys' website, and it keeps giving me some, uh, like application error thing for your guys' website when I try to sign up for it. So, I was trying to-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... uh, get signed up for the benefits, but, uh, they said I should talk to you guys about it.

Speaker speaker\_0: Yeah, I can get you enrolled over the phone. Um, so Doherty Staffing you said?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: And you said you're applying to them, correct?

Speaker speaker\_1: Uh, yeah, I got a job offer.

Speaker speaker\_0: Okay. So, in order for me to create a file-

Speaker speaker\_1: So, 472-

Speaker speaker\_2: Yeah.

Speaker speaker\_0: So, in order for me to create a file in our system to enroll you into their benefits, I need your full Social.

Speaker speaker\_1: Yeah, that's fine. Are you ready for it?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Uh, it'll be 472-31-1383.

Speaker speaker\_0: Okay. So, let's see here. Have you worked with Doherty in the past before or no?

Speaker speaker\_1: Uh, no, this is my first time.

Speaker speaker\_0: Oh, okay. So, it looks like we already got your demographic information. Eric, correct?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. For security purposes, could you verify your home address, including city, state, and ZIP code?

Speaker speaker\_1: Uh, hold on. I just, uh, recently moved, so I gotta look it up here.

Speaker speaker\_0: All right.

Speaker speaker\_1: A piece of mail or something, my ID here.

Speaker speaker\_0: All right.

Speaker speaker\_1: All right. It would be, uh, 25685 3rd Street West, Apartment 205, Zimmerman, Minnesota 55398.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: Uh, 03/28/96.

Speaker speaker\_0: And a good telephone number have a 763-226-8747?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: And the email I have ericmdmeyer@gmail?

Speaker speaker\_1: Uh, yes.

Speaker speaker\_0: Okay. Um, so let's see here. And did you have an idea of what you wanted through Doherty Staffing, or no?

Speaker speaker\_1: Uh, what was that?

Speaker speaker\_0: Did you have an idea of what you wanted to be enrolled into through Doherty or no?

Speaker speaker\_1: I do not, but I, I do have a not yet wife. I mean, we're getting married on Friday, and I have a child. So, I'd like to cover everybody if I could.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I don't know if I can cover her yet 'cause she's not technically, like, legally my wife yet, but on Friday she will be.

Speaker speaker\_0: So, next Friday?

Speaker speaker\_1: Uh, this coming Friday. Not today, but next Friday. So, yes.

Speaker speaker\_0: All right.

Speaker speaker\_1: It's the, uh, 18th, she will, we will be married, so...

Speaker speaker\_0: Okay. Congratulations. Let's see here.

Speaker speaker\_1: Uh, thank you.

Speaker speaker\_0: So, I do know that Doherty, um, they offer two different medical or three different medical plans. One of the medical plans is the Stay Healthy MEC TeleRx. Now, that one just covers preventative healthcare services only. So, like physicals, diabetes screenings, vaccinations, stuff like that. For employee plus family, that's \$25.63. And then, they have another medical plan, the VIP Standard, which covers hospitals, doctors, and medications. Um, for employee plus family, that's \$43.46 per week. And then the last medical plan is the MEC Enhanced, which is like a combination of both preventative plus hospital, doctor, and medication coverage at \$100.63 per week. And then, I do know that Doherty Staffing does offer other things like short-term disability, critical illness, dental, vision, of course, uh, term life, which is life insurance, group accident, and behavior health. Um, so what I can do right now, I can email you this copy of a benefit guide just so you have something to look at, and then give you a more in-depth rundown of, if you had any other questions regarding it.

Speaker speaker\_1: All right. Uh, would I be able to take a look at it and, uh, call you back later?

Speaker speaker\_0: Yeah, that should be fine. Um, we are open-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, and I do know that you have 30 days from your first paycheck to be enrolled, 'cause that's considered your personal open enrollment period. Okay?

Speaker speaker\_1: Yeah. And then, uh, I was kind of wondering, uh, when would, uh, benefits kick in? Is it, like, uh, right away after my first check, or...

Speaker speaker\_0: Um, so if we got in, so say if we got enrolled today, for example, or whenever you got enrolled, pending enrollments do take one to two weeks to go through. So, there is that. And then-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... whenever you witness a deduction of whatever you enrolled into, coverage begins that following Monday. So, it's a good one-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... to two week process.

Speaker speaker\_1: All right. All right. Sounds good. Uh, I will take a look at it and, uh, I'll call you guys back, uh, possibly later today.

Speaker speaker\_0: Awesome. Well, that email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, all right?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye-bye.

Speaker speaker\_1: All right. Bye.