

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi. Um, this is Helen Nicole. I'm trying to open my health insurance. Okay. What's the staffing agency you work for? VNSPAC... I mean, uh, The Resource. So, The Resource Company, and the last four of your Social? 5842. And what was your first and last name again? I'm sorry. Helen Nicole. And for security purposes, can you verify the home address, including city, state and zip code, Helen? 420 Bingham Street, um, Greenville. Oh. And then the zip code is 27401. And your date of birth? 1 January 1999. And a good telephone number has 336-420-4022? Yes. And the email has its helennicole1999 at gmail? Yes. Okay. Um, so yes, so I do see that there was an outbound call to you earlier regarding an enrollment form we received from The Resource, letting us know you wanted to be enrolled into the health insurance. However, you submitted the enrollment form, you left it blank, but also chose not to partici- or you chose to participate but you didn't collect any benefits. So we're just reaching out confirming what you wanted to do. Oh, yeah. I left it. Um, I think I left it by mistake. Okay. So you do want to be enrolled in the benefits? Yes. Okay. What did you want to be enrolled into? In health insurance. Okay. So just medical? Anything else? No, just medical. Okay. Let's see, because they have the MEC which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that at \$15.65 while two other medical plans, the VIP plans cover hospitals, doctors and medications. Those range from \$15.50 to \$18.55. Yeah. The one that covers doctor, um, um, appointment, medication, that's the one that I want. Okay. So the \$15 plan or the \$18 plan? Well, the \$18 plan covers what and what? Hospitals, doctors and medication, same as the \$15 plan. Um, yeah, I'm gonna go for the \$15 plan. Okay. So the \$15 plan, uh, so medical only would make your total deductions \$15.50 a week. Do you authorize The Resource to make that deduction for you? Yes. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$15.50 come off your paycheck, coverage begins the Monday we receive that deduction from The Resource. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could help you out with today? No, that'll be all. Okay. Well, thank you for calling Benefits in a Cart. I hope you have a wonderful day, all right? Thank you. Okay. Bye-bye. Hey, ma, when did they remind me to call my baby?

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 a Cart. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, this is Helen Nicole. I'm trying to open my health insurance.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: VNSPAC... I mean, uh, The Resource.

Speaker speaker_1: So, The Resource Company, and the last four of your Social?

Speaker speaker_2: 5842.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Helen Nicole.

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

Speaker speaker_2: 420 Bingham Street, um, Greenville.

Speaker speaker_1: Oh.

Speaker speaker_2: And then the zip code is 27401.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 1 January 1999.

Speaker speaker_1: And a good telephone number has 336-420-4022?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email has its helennicole1999 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so yes, so I do see that there was an outbound call to you earlier regarding an enrollment form we received from The Resource, letting us know you wanted to be enrolled into the health insurance. However, you submitted the enrollment form, you left it blank, but also chose not to partici- or you chose to participate but you didn't collect any benefits. So we're just reaching out confirming what you wanted to do.

Speaker speaker_2: Oh, yeah. I left it. Um, I think I left it by mistake.

Speaker speaker_1: Okay. So you do want to be enrolled in the benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What did you want to be enrolled into?

Speaker speaker_2: In health insurance.

Speaker speaker_1: Okay. So just medical? Anything else?

Speaker speaker_2: No, just medical.

Speaker speaker_1: Okay. Let's see, because they have the MEC which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that at \$15.65 while two other medical plans, the VIP plans cover hospitals, doctors and medications. Those range from \$15.50 to \$18.55.

Speaker speaker_2: Yeah. The one that covers doctor, um, um, appointment, medication, that's the one that I want.

Speaker speaker_1: Okay. So the \$15 plan or the \$18 plan?

Speaker speaker_2: Well, the \$18 plan covers what and what?

Speaker speaker_1: Hospitals, doctors and medication, same as the \$15 plan.

Speaker speaker_2: Um, yeah, I'm gonna go for the \$15 plan.

Speaker speaker_1: Okay. So the \$15 plan, uh, so medical only would make your total deductions \$15.50 a week. Do you authorize The Resource to make that deduction for you?

Speaker speaker_2: Yes.

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. Then whenever you witness your first payroll deduction of the \$15.50 come off your paycheck, coverage begins the Monday we receive that deduction from The Resource. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could help you out with today?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: Okay. Well, thank you for calling Benefits in a Cart. I hope you have a wonderful day, all right?

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_2: Hey, ma, when did they remind me to call my baby?