

## Transcript: Justin

**Mills-5059653692211200-5388256942407680**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. This is Mary Sanders. I'm trying to, I work for ATC, and I'm just trying to see what kind of benefits I'm available for. Okay. Um, so ATC, what's the last four of your Social so I can pull your file for you? 8- 8136. I'm trying to get some insurance on that, not benefits, but I'm just, I'm trying to get some insurance. 8136. And for security purposes, can you verify your home address, including city, state and zip code, Ms. Sanders? Okay. 870 Crenshaw Road, Wetumpka, Alabama 36092. Mm. May I confirm your date of birth? 1/14/63. And a good telephone number to have is 334-301-8389. 8-3- yes, yes, sir. And the email I have is colemanmary63 at gmail, or icloud? Y- yes. Okay. Um, here, when did you start with ATC Healthcare? Ooh. Dependent on all that, um, three years ago. Three or four years ago. Okay. Have you started a new assignment here lately? No, I haven't, um, got anything yet. Um... Okay. So let's see here. Um, so what I can do right now, I can give you a brief rundown of what's offered. However, since you're not, um, currently... Well, well, since you're outside of, um, outside of your personal open enrollment period and company open enrollment, I wouldn't be able to enroll you right now unless you had a qualified life event. Oh. Okay. Okay. Um, but let's see here. I do know that ATC, um, let's see. They offer three different medical plans. Um, one of them just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.05 per week. Then they have two VIP plans, which do cover hospitals, doctors and medications. The only major difference between the VIP Plus and the VIP Prime is how much the insurance carrier pays to cover things, but those range from \$31.71 to \$43.41. Mm-hmm. That's the unassignable bill for me? 50 cents? Um, and then... Well, correct. Um, well, as of right now, you're not allowed to be enrolled because you're outside of your personal open enrollment period and company open enrollment. Okay. Okay. You say, um, the... You say health insurance and what else? Um, they do offer other things like medical, dental v- or dental, vision, short-term disability, um, life insurance. Um, let's see here. Behavioral health. Yeah. I see all of that, but I'm not available for that at the moment. That's what you're saying. Uh, correct. Well, you're not, um, eligible for any of the benefits because you haven't- Oh, okay. ... started a new assignment here lately. Oh, okay. When would I be available for that? Um, so I do know that ATC has a company-wide open enrollment period, usually sometime in December. However, once you do go back to an assignment through ATC, um, 30 days from your first paycheck with your, that most current assignment. Oh. So it'd be like December, huh? Okay. Ooh. Is there anything else I could help you with today, Mary? No. That'll be all. I was just trying to get some type of insurance, but okay. But thank you. Awesome. Well, you're welcome. You have a great day. Okay. You too. Bye-bye. Bye-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: Hey, Justin. This is Mary Sanders. I'm trying to, I work for ATC, and I'm just trying to see what kind of benefits I'm available for.

Speaker speaker\_0: Okay. Um, so ATC, what's the last four of your Social so I can pull your file for you?

Speaker speaker\_1: 8- 8136. I'm trying to get some insurance on that, not benefits, but I'm just, I'm trying to get some insurance. 8136.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Ms. Sanders?

Speaker speaker\_1: Okay. 870 Crenshaw Road, Wetumpka, Alabama 36092. Mm.

Speaker speaker\_0: May I confirm your date of birth?

Speaker speaker\_1: 1/14/63.

Speaker speaker\_0: And a good telephone number to have is 334-301-8389.

Speaker speaker\_1: 8-3- yes, yes, sir.

Speaker speaker\_0: And the email I have is colemanmary63 at gmail, or icloud?

Speaker speaker\_1: Y- yes.

Speaker speaker\_0: Okay. Um, here, when did you start with ATC Healthcare?

Speaker speaker\_1: Ooh. Dependent on all that, um, three years ago. Three or four years ago.

Speaker speaker\_0: Okay. Have you started a new assignment here lately?

Speaker speaker\_1: No, I haven't, um, got anything yet. Um...

Speaker speaker\_0: Okay. So let's see here. Um, so what I can do right now, I can give you a brief rundown of what's offered. However, since you're not, um, currently... Well, well, since you're outside of, um, outside of your personal open enrollment period and company open enrollment, I wouldn't be able to enroll you right now unless you had a qualified life event.

Speaker speaker\_1: Oh. Okay.

Speaker speaker\_0: Okay. Um, but let's see here. I do know that ATC, um, let's see. They offer three different medical plans. Um, one of them just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.05 per week. Then they have two VIP plans, which do cover hospitals, doctors and medications. The only major difference between the VIP Plus and the VIP Prime is how much the insurance carrier pays to cover things, but those range from \$31.71 to \$43.41.

Speaker speaker\_1: Mm-hmm. That's the unassignable bill for me? 50 cents?

Speaker speaker\_0: Um, and then... Well, correct. Um, well, as of right now, you're not allowed to be enrolled because you're outside of your personal open enrollment period and company open enrollment.

Speaker speaker\_1: Okay. Okay. You say, um, the... You say health insurance and what else?

Speaker speaker\_0: Um, they do offer other things like medical, dental v- or dental, vision, short-term disability, um, life insurance. Um, let's see here. Behavioral health.

Speaker speaker\_1: Yeah. I see all of that, but I'm not available for that at the moment. That's what you're saying.

Speaker speaker\_0: Uh, correct. Well, you're not, um, eligible for any of the benefits because you haven't-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... started a new assignment here lately.

Speaker speaker\_1: Oh, okay. When would I be available for that?

Speaker speaker\_0: Um, so I do know that ATC has a company-wide open enrollment period, usually sometime in December. However, once you do go back to an assignment through ATC, um, 30 days from your first paycheck with your, that most current assignment.

Speaker speaker\_1: Oh. So it'd be like December, huh? Okay. Ooh.

Speaker speaker\_0: Is there anything else I could help you with today, Mary?

Speaker speaker\_1: No. That'll be all. I was just trying to get some type of insurance, but okay. But thank you.

Speaker speaker\_0: Awesome. Well, you're welcome. You have a great day. Okay.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Bye-bye.