

## **Transcript: Justin**

**Mills-5126629504892928-5665481135013888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Um, yes. I was calling to see if... Uh, I wanted to opt out on the health insurance, but I was wondering if you could still get the vision or dental if you did. Um, yeah. What's the staffing agency you work for? Um, WorkSmart. And what... Tell me about what's, what's your deal on the, um, vision or dental? Well, I would need to pull your file first. What's the last four- Okay. ... of your Social? Um, 4646. And your first and last name? Donna Segars. For security purposes, can you verify your home address, including city, state and zip code, Donna? Um, I think, uh, they've got me at 1150 Bear Creek Road, Livonia, 30553. And confirm your date of birth. 08/02/72. And a good telephone number has a 297-8595? No, that's changed to 707-6215. And just to confirm, 707-6215? Yes. And the email has donnasegars@gmail.com? No, that's changed also. It's donnasegars187@gmail. 187 at gmail. Um. Let's see here. So dental would be \$3.76 a week. However, when it comes to dental, all of the preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except- Mm-hmm. ... surgical extractions, those would be card... covered at 80% if met by a \$50 deductible. Okay. And then vision is \$2.23 per week. However, it's just co-pays. Mm-hmm. Co-pay for an eye exam would be \$10, co-pay for lenses and frames, \$25. Your contact lens fitting is zero. However, they do offer a frames allowance for \$130. Okay, I want the dental and the vision. Okay, so dental and vision for employee only? Mm-hmm. Okay. But I don't want the health. Okay. So doing those two for employee only would be your... would make your total deductions \$5.99 per week. Do you authorize WorkSmart- Okay. ... to make that deduction for you? Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever- Mm-hmm. ... you witness that first payroll deduction of the \$5.99 come off your paycheck, coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later- How long does that usually take? Like I said, pending enrollments take one to two weeks to go through. And then whenever you witness- Mm-hmm. ... your first payroll deduction of the \$5.99 come off your paycheck, coverage begins the Monday. Mm-hmm. We receive that deduction from WorkSmart. Seven to- Okay. ... 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that- Okay. ... Donna, is there anything else I could help you out with today? No, sir. That's it. Awesome. Well, you have a wonderful weekend, okay? Okay. You too. Mm-hmm. Bye-bye. 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 Occur. This is Justin. How can I help you today?

Speaker speaker\_2: Um, yes. I was calling to see if... Uh, I wanted to opt out on the health insurance, but I was wondering if you could still get the vision or dental if you did.

Speaker speaker\_1: Um, yeah. What's the staffing agency you work for?

Speaker speaker\_2: Um, WorkSmart. And what... Tell me about what's, what's your deal on the, um, vision or dental?

Speaker speaker\_1: Well, I would need to pull your file first. What's the last four-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... of your Social?

Speaker speaker\_2: Um, 4646.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Donna Segars.

Speaker speaker\_1: For security purposes, can you verify your home address, including city, state and zip code, Donna?

Speaker speaker\_2: Um, I think, uh, they've got me at 1150 Bear Creek Road, Livonia, 30553.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 08/02/72.

Speaker speaker\_1: And a good telephone number has a 297-8595?

Speaker speaker\_2: No, that's changed to 707-6215.

Speaker speaker\_1: And just to confirm, 707-6215?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has donnasegars@gmail.com?

Speaker speaker\_2: No, that's changed also. It's donnasegers187@gmail.

Speaker speaker\_1: 187 at gmail. Um. Let's see here. So dental would be \$3.76 a week. However, when it comes to dental, all of the preventative visits would be covered at 100%, which may include your basic cleanings, checkups, or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... surgical extractions, those would be card... covered at 80% if met by a \$50 deductible.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then vision is \$2.23 per week. However, it's just co-pays.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Co-pay for an eye exam would be \$10, co-pay for lenses and frames, \$25. Your contact lens fitting is zero. However, they do offer a frames allowance for \$130.

Speaker speaker\_2: Okay, I want the dental and the vision.

Speaker speaker\_1: Okay, so dental and vision for employee only?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay.

Speaker speaker\_2: But I don't want the health.

Speaker speaker\_1: Okay. So doing those two for employee only would be your... would make your total deductions \$5.99 per week. Do you authorize WorkSmart-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... you witness that first payroll deduction of the \$5.99 come off your paycheck, coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later-

Speaker speaker\_2: How long does that usually take?

Speaker speaker\_1: Like I said, pending enrollments take one to two weeks to go through. And then whenever you witness-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... your first payroll deduction of the \$5.99 come off your paycheck, coverage begins the Monday.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We receive that deduction from WorkSmart. Seven to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... Donna, is there anything else I could help you out with today?

Speaker speaker\_2: No, sir. That's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_2: Okay. You too. Mm-hmm. Bye-bye.

Speaker speaker\_1: Thank you. Bye-bye.