

## Transcript: Justin

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### Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Uh, yeah, this is Ricky Jackson. I got a call from y'all, uh, asking what, uh, medical plan I wanted. Yeah, so we were just confirming which medical plan you wanted to be enrolled into. Uh, I think it's the cheapest one. Which is which? Like, well, not really the cheapest one, but, uh... I guess the one with the, uh, the cheapest copay, I guess. Let me check on that. What's that staffing agency you work for? Wagner. And the last four of your Social? 7380. And for security purposes, can you verify your home address, including city, state and zip code, Ricky? Uh, 172 Ambrose Circle, Jackson, Georgia. And your date of birth? August 24th, 1999. And a good telephone number have is 470-568-7265. Yes, sir. And the email I have is RickyJackson0614 at gmail? No, it should be 0615. 0615, okay. Yeah. Okay, so let's see. So yes, I do see there was an outbound call too regarding an enrollment form we received from Wagner. We were just wondering what medical plans you wanted to be enrolled into since you elected all of them. Um, I do see that you have a pending enrollment for the MEC TeleRx, which covers preventative healthcare services, as well as the VIP Classic, which covers hospitals, doctors and medications, and the additional benefit options you elected as well. Okay, uh, could you repeat that one more time? Yeah, so you, uh, I v- I see you have a pending enrollment for the MEC standalone, which covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. And then... Yeah. You have the med- other medical plan, the VIP Classic, which covers hospitals, doctors and medications. And then you have, uh, other things you elected as well, like the free RX, the virtual primary care, dental, short term disability, term life, which is the life insurance, vision, critical illness, group accident and behavioral health. Okay, yeah, I definitely want the, uh... Hmm. I wanna... I don't know which one to, uh... What is the best one that you would think? Uh... Uh, we're not insurance agents, so we're not allowed to give recommendations. All we do know is that the MEC standalone covers preventative services, like I said, physicals, diabetes screenings, STD checks, stuff like that, while the VIP plans cover your hospital visits, doctor visits and medication coverage. I'll take that one. Okay, so just the VIP Classic? Yeah. And did you want to keep all of the other additional benefit options that I listed off, like the free RX, dental, stuff like that? Uh, yeah, yeah. That's fine. That's fine. Okay, so doing all of those plans in- including the VIP Classic, which was your medical plan, would make your total deductions \$47.09 per week. Do you authorize Wagner to make that deduction for you? Yes. Okay. And is that including the term life? Yes, sir. Okay, okay. Good. I think life insurance is good to have, no matter what age you are. You never know when your time comes. Totally understand. Um, and who do you want to put down as your beneficiary for the term life? Uh, my brother James. James Jackson. James. Okay. Need his phone number? No, I just needed the relationship to him, and you said you were siblings. Yes. There you go. 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 \$47.09 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Ricky, is there anything else I can assist you with today? No, sir. Uh, do you need a beneficiary number? Um, I'm not sure. Um, no, sir. Like I said, I just needed the first and last name and the relationship to them. Oh, okay. How do I contact them if I die? What was that again? I'm sorry. If I was to die tomorrow, how do you contact them? Uh, the insurance carrier would reach out to them. Okay. I was just curious. All right. That's good. Well, was there anything else I could assist you with today? No, sir. That'll be it. Awesome. Well, you have a wonderful day, okay? You as well. Bye.

## Conversation Format

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

Speaker speaker\_1: Uh, yeah, this is Ricky Jackson. I got a call from y'all, uh, asking what, uh, medical plan I wanted.

Speaker speaker\_0: Yeah, so we were just confirming which medical plan you wanted to be enrolled into.

Speaker speaker\_1: Uh, I think it's the cheapest one.

Speaker speaker\_0: Which is which?

Speaker speaker\_1: Like, well, not really the cheapest one, but, uh... I guess the one with the, uh, the cheapest copay, I guess.

Speaker speaker\_0: Let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: Wagner.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7380.

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

Speaker speaker\_1: Uh, 172 Ambrose Circle, Jackson, Georgia.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: August 24th, 1999.

Speaker speaker\_0: And a good telephone number have is 470-568-7265.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is RickyJackson0614 at gmail?

Speaker speaker\_1: No, it should be 0615.

Speaker speaker\_0: 0615, okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so let's see. So yes, I do see there was an outbound call too regarding an enrollment form we received from Wagner. We were just wondering what medical plans you wanted to be enrolled into since you elected all of them. Um, I do see that you have a pending enrollment for the MEC TeleRx, which covers preventative healthcare services, as well as the VIP Classic, which covers hospitals, doctors and medications, and the additional benefit options you elected as well.

Speaker speaker\_1: Okay, uh, could you repeat that one more time?

Speaker speaker\_0: Yeah, so you, uh, I v- I see you have a pending enrollment for the MEC standalone, which covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. And then...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: You have the med- other medical plan, the VIP Classic, which covers hospitals, doctors and medications. And then you have, uh, other things you elected as well, like the free RX, the virtual primary care, dental, short term disability, term life, which is the life insurance, vision, critical illness, group accident and behavioral health.

Speaker speaker\_1: Okay, yeah, I definitely want the, uh... Hmm. I wanna... I don't know which one to, uh... What is the best one that you would think? Uh...

Speaker speaker\_0: Uh, we're not insurance agents, so we're not allowed to give recommendations. All we do know is that the MEC standalone covers preventative services, like I said, physicals, diabetes screenings, STD checks, stuff like that, while the VIP plans cover your hospital visits, doctor visits and medication coverage.

Speaker speaker\_1: I'll take that one.

Speaker speaker\_0: Okay, so just the VIP Classic?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And did you want to keep all of the other additional benefit options that I listed off, like the free RX, dental, stuff like that?

Speaker speaker\_1: Uh, yeah, yeah.

Speaker speaker\_0: That's fine.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay, so doing all of those plans in- including the VIP Classic, which was your medical plan, would make your total deductions \$47.09 per week. Do you authorize

Wagner to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And is that including the term life?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, okay. Good. I think life insurance is good to have, no matter what age you are. You never know when your time comes.

Speaker speaker\_0: Totally understand. Um, and who do you want to put down as your beneficiary for the term life?

Speaker speaker\_1: Uh, my brother James. James Jackson.

Speaker speaker\_0: James. Okay.

Speaker speaker\_1: Need his phone number?

Speaker speaker\_0: No, I just needed the relationship to him, and you said you were siblings.

Speaker speaker\_1: Yes.

Speaker speaker\_0: There you go. 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 \$47.09 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Ricky, is there anything else I can assist you with today?

Speaker speaker\_1: No, sir. Uh, do you need a beneficiary number? Um, I'm not sure.

Speaker speaker\_0: Um, no, sir. Like I said, I just needed the first and last name and the relationship to them.

Speaker speaker\_1: Oh, okay. How do I contact them if I die?

Speaker speaker\_0: What was that again? I'm sorry.

Speaker speaker\_1: If I was to die tomorrow, how do you contact them?

Speaker speaker\_0: Uh, the insurance carrier would reach out to them.

Speaker speaker\_1: Okay. I was just curious. All right. That's good.

Speaker speaker\_0: Well, was there anything else I could assist you with today?

Speaker speaker\_1: No, sir. That'll be it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: You as well.

Speaker speaker\_0: Bye.