

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, I was calling... Uh, I had called a couple days ago and, and asked about some, um, insurance, and she gave me a quote on some for me and my son. She said she's gonna leave it, leave some notes in, in her notes or whatever. I just have a couple more questions I wanted to ask you. Okay. What's that staffing agency you work for? Serge. The last four of your social? 8567. And what was your first and last name? Marlon Simpson. And for security purposes, could you verify your home address, including city, state and zip code, Marlon? 4736 Manningham Road, uh, 36037 Greenville, Alabama. And your date of birth? 02/20/85. And a good telephone number have is 662-9597. Yes. And the email I have is marlonsimp1985@gmail. Okay. Okay, and what were your questions? Um, the plans she had for me, I want... You know, I, I just wanna... We never got to, like, the, uh, the copay and stuff like that. So I was just really checking around, you know. Uh, you know, about me working, you know, just on the job, trying to find a, a better way out. Okay. Um, so let's see here. Well, benefit guide. Now, regarding the copay, um, it could be either what the reg- regular provider charges, um, so regular doctor's visits, \$25, or if it's a specialist, like a ears, nose and throat doctor for example, could range from \$50 to \$60. Okay. Okay. Okay. And the plan she have, it cover, it cover specialists too? Yes, sir. So the one that she put in the notes, which was the VIP Classic, covers hospitals, doctors and medications. Okay. Okay. Okay. And, and that was for me and my son, and it's, what, you said, 46, 47 a m- a week? Um, so the VIP Classic for employee plus child, uh, or children is \$30.19. Um, for employee plus family, it would be \$52.09 per week. Okay. Okay. Okay. Okay. All right. Well, uh, when is the last day I can, um, enroll in that? Um, so let's see here. So it looks like your personal open enrollment period ends May 17th. May 17th. So if I enroll Monday, um, when would it be effective? Um, so say if we got enrolled today or you got enrolled on Monday, um, pending enrollments do take one to two weeks to go through, so there is that. So it's a one to two-week process. Okay. Okay. Okay. All right. Well, uh, I, I'll begin... I, I'll probably call, call back tomorrow and go ahead with it because I, I know I need it, so. Totally understand. Well, is there anything else I can assist you with today, Marlon? Uh, that's it. That's it. Awesome. Well, you have a wonderful day, okay? Okay. All right. 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: Uh, I was calling... Uh, I had called a couple days ago and, and asked about some, um, insurance, and she gave me a quote on some for me and my son. She said she's gonna leave it, leave some notes in, in her notes or whatever. I just have a couple more questions I wanted to ask you.

Speaker speaker\_0: Okay. What's that staffing agency you work for?

Speaker speaker\_1: Serge. The last four of your social? 8567.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Marlon Simpson.

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

Speaker speaker\_1: 4736 Manningham Road, uh, 36037 Greenville, Alabama.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 02/20/85.

Speaker speaker\_0: And a good telephone number have is 662-9597.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is marlonsimp1985@gmail.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, and what were your questions?

Speaker speaker\_1: Um, the plans she had for me, I want... You know, I, I just wanna... We never got to, like, the, uh, the copay and stuff like that. So I was just really checking around, you know. Uh, you know, about me working, you know, just on the job, trying to find a, a better way out.

Speaker speaker\_0: Okay. Um, so let's see here. Well, benefit guide. Now, regarding the copay, um, it could be either what the reg- regular provider charges, um, so regular doctor's visits, \$25, or if it's a specialist, like a ears, nose and throat doctor for example, could range from \$50 to \$60.

Speaker speaker\_1: Okay. Okay. Okay. And the plan she have, it cover, it cover specialists too?

Speaker speaker\_0: Yes, sir. So the one that she put in the notes, which was the VIP Classic, covers hospitals, doctors and medications.

Speaker speaker\_1: Okay. Okay. Okay. And, and that was for me and my son, and it's, what, you said, 46, 47 a m- a week?

Speaker speaker\_0: Um, so the VIP Classic for employee plus child, uh, or children is \$30.19. Um, for employee plus family, it would be \$52.09 per week.

Speaker speaker\_1: Okay. Okay. Okay. Okay. All right. Well, uh, when is the last day I can, um, enroll in that?

Speaker speaker\_0: Um, so let's see here. So it looks like your personal open enrollment period ends May 17th.

Speaker speaker\_1: May 17th. So if I enroll Monday, um, when would it be effective?

Speaker speaker\_0: Um, so say if we got enrolled today or you got enrolled on Monday, um, pending enrollments do take one to two weeks to go through, so there is that. So it's a one to two-week process.

Speaker speaker\_1: Okay. Okay. Okay. All right. Well, uh, I, I'll begin... I, I'll probably call, call back tomorrow and go ahead with it because I, I know I need it, so.

Speaker speaker\_0: Totally understand. Well, is there anything else I can assist you with today, Marlon?

Speaker speaker\_1: Uh, that's it. That's it.

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

Speaker speaker\_1: Okay.

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