

## **Transcript: Justin**

**Mills-5235531823759360-6598380294815744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. Um, I recently started working under OnTrack Staffing and applied for my benefits online. Um, I am, I believe I had a seizure last night, so I need to get either my card emailed to me or something, uh, so that I can get seen as soon as possible. Okay. Um, so OnTrack Staffing? What's the last four of your Social? 8150. And what was your first and last name? I'm sorry. Last name Green, like the color. First name Keeton, K-E-E-T-O-N. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Keeton? 3716 Valley View Lane, Irving, Texas 75062. And your date of birth? 12/30/1997. And a good telephone number have is 469-552-3041. Yes, sir. And the email I have is KeetonGreen@gmail.com? Correct. Okay, so let's see here. So looking at the file, looks like you are currently enrolled in the benefits offer through OnTrack. However, checking the calendar, we're still waiting for the first payroll deduction to come through from them. So once we receive that deduction, you'll become active and cards will be issued out from there. Okay. Um, how many... I've had two or three paychecks from here, so, and we get paid every week. Okay. Um, so you may have experienced deductions come off your paycheck. It's just, like I said, we're waiting for OnTrack Staffing to send over deductions on all of their employees. So, like I said, once the deductions are received, you'll become active and then cards will be issued out from there. Okay. Um, is it... Will I get an email or anything, uh, informing me that it's been sent out? Uh, now you should receive an email once you do become active in the coverage. Um, I do know that- Mm-hmm. ... once deductions are received, you usually become active that following Monday. Okay. Uh, okay. Do you happen to know what the, uh, out-of-pocket or copays look like, or where I could find that information? I got this thing right in front of me, but the, uh, what is it, the benefits package, I think, but I, I, I don't know. Looking at it, I believe I applied for VIP Plus because I was trying to get my wife in it, but it wouldn't let me. Okay, so let's see here. So were you wanting to add your spouse to the coverage? Because I can make those changes because you are still eligible. Uh, I was, but at the moment I'm gonna wait. Um... Okay. No worries. Um, so let's see. Now, um, I do know that with the medical plans offered through OnTrack Staffing, they're not major medical insurance. So there's no deductible that you have to meet or out-of-pocket. Um, as long as you pay the copays of whatever the provider charges, either \$25 or \$50, the insurance carrier pays that set dollar amount, whatever that is in the benefit guide. So whatever you see in the benefit guide under your VIP Plus, what the insurance carrier will pay for those things. Okay, so that would be for... I'm trying to find it. Uh, physician's office. Yeah. Okay. All right. Uh, okay. Does it, does it show you the, what I'm enrolled in? Does it say VIP Plus? Yes, sir. I do see the VIP Plus, vision, dental and pre-Rx. Okay. All right, but on here, I can't find where it says the, the, uh, not deductible, but the

copay. Um, yeah, so the copay could range from whatever the provider charges. So like I said, it could either range from \$25 or \$50 depending on what the provider charges. Oh, okay. That's it. Okay, cool. All right. All right. Well, I appreciate it. Thank you. You're welcome, Keeton. You have a great day, okay? You too. All right. Bye-bye. 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 a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Um, I recently started working under OnTrack Staffing and applied for my benefits online. Um, I am, I believe I had a seizure last night, so I need to get either my card emailed to me or something, uh, so that I can get seen as soon as possible.

Speaker speaker\_1: Okay. Um, so OnTrack Staffing? What's the last four of your Social?

Speaker speaker\_2: 8150.

Speaker speaker\_1: And what was your first and last name? I'm sorry.

Speaker speaker\_2: Last name Green, like the color. First name Keeton, K-E-E-T-O-N.

Speaker speaker\_3: Okay.

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

Speaker speaker\_2: 3716 Valley View Lane, Irving, Texas 75062.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/30/1997.

Speaker speaker\_1: And a good telephone number have is 469-552-3041.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is KeetonGreen@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, looks like you are currently enrolled in the benefits offer through OnTrack. However, checking the calendar, we're still waiting for the first payroll deduction to come through from them. So once we receive that deduction, you'll become active and cards will be issued out from there.

Speaker speaker\_2: Okay. Um, how many... I've had two or three paychecks from here, so, and we get paid every week.

Speaker speaker\_1: Okay. Um, so you may have experienced deductions come off your paycheck. It's just, like I said, we're waiting for OnTrack Staffing to send over deductions on all of their employees. So, like I said, once the deductions are received, you'll become active and then cards will be issued out from there.

Speaker speaker\_2: Okay. Um, is it... Will I get an email or anything, uh, informing me that it's been sent out?

Speaker speaker\_1: Uh, now you should receive an email once you do become active in the coverage. Um, I do know that-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... once deductions are received, you usually become active that following Monday.

Speaker speaker\_2: Okay. Uh, okay. Do you happen to know what the, uh, out-of-pocket or copays look like, or where I could find that information? I got this thing right in front of me, but the, uh, what is it, the benefits package, I think, but I, I, I don't know. Looking at it, I believe I applied for VIP Plus because I was trying to get my wife in it, but it wouldn't let me.

Speaker speaker\_1: Okay, so let's see here. So were you wanting to add your spouse to the coverage? Because I can make those changes because you are still eligible.

Speaker speaker\_2: Uh, I was, but at the moment I'm gonna wait. Um...

Speaker speaker\_1: Okay. No worries. Um, so let's see. Now, um, I do know that with the medical plans offered through OnTrack Staffing, they're not major medical insurance. So there's no deductible that you have to meet or out-of-pocket. Um, as long as you pay the copays of whatever the provider charges, either \$25 or \$50, the insurance carrier pays that set dollar amount, whatever that is in the benefit guide. So whatever you see in the benefit guide under your VIP Plus, what the insurance carrier will pay for those things.

Speaker speaker\_2: Okay, so that would be for... I'm trying to find it. Uh, physician's office. Yeah. Okay. All right. Uh, okay. Does it, does it show you the, what I'm enrolled in? Does it say VIP Plus?

Speaker speaker\_1: Yes, sir. I do see the VIP Plus, vision, dental and pre-Rx.

Speaker speaker\_2: Okay. All right, but on here, I can't find where it says the, the, uh, not deductible, but the copay.

Speaker speaker\_1: Um, yeah, so the copay could range from whatever the provider charges. So like I said, it could either range from \$25 or \$50 depending on what the provider charges.

Speaker speaker\_2: Oh, okay. That's it. Okay, cool. All right. All right. Well, I appreciate it. Thank you.

Speaker speaker\_1: You're welcome, Keeton. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_2: Bye-bye.