

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Good afternoon. I'm calling because, um, I wanted to see if I can enroll for the health insurance. Yeah. Let me check on that. What's the staffing agency you work for? AccuForce. And the last four of your social? 4414. And what was your first and last name? Isabel Hernandez. And for security purposes, could you verify your home address, including city, state and zip code, Isabel? 108 Reed Road, Bristol, Tennessee 37620. And your date of birth? 09-22-02. And a good telephone number that I have is 575-888-0836. Correct. And the email I have is isahrndz2002 at gmail? Yes. Okay, um, now here, when did you start with, uh, AccuForce? I started... Oh, man. Let me, give me one second. I started... Hello? Are you still there? Yes. Sorry, I was just trying to verify. Um, but if, um, I'm thinking it was the last Tuesday of January, so the 28th. 28th? Okay. Yes. Because we have two h- 'Cause the only reason why I asked that's because we have two prior dates on you, one from the 20th and the 21st of February, um, of this past year. So, I needed to confirm with you real quick. I mean, it looks like you're still eligible, um, but it's just I wanted to confirm with you first. Um, what did you want to be enrolled into, if you don't mind me asking? Um, I just wanted to, honestly, just get, like, health insurance and dental insurance, because I have braces right now. Okay. And- So, medical and dental? Yes. Okay, because they ar-... AccuForce, they offer four medical plans, um, one that just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$18.02 a week, and they offer three other medical plans with VIP plans, which cover hospitals, doctors and medications. Um, they all range from \$17.66 to \$31.66. Okay, and that, um, second one does that... The VIP, does that one come with, um, dental and, um, with everything included, or is that just for the hospital- So those are just medical plans. Dental is an additional benefit that could be added for \$3.71 per week. Okay, so can I do the VIP plus the dental? Yeah. So the VIP standard as well as dental? Yes. Okay. Anything else? Um, how, what would the... So how much would that be, um, all together every week? So, doing those two for employee only would be \$21.37 per week. Okay. All right. That sounds- Are you authorized AccuForce to make that deduction for you? Yes, that's fine. Okay. 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 \$21.37 come off your paycheck, coverage begins the Monday we receive that deduction from AccuForce. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Isabel, is there anything else I could assist you with today? No, that was all. Awesome. Well, thank you for calling Benefits in a Card, and hope you have a wonderful day, all right? Thank you. You, too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hello. Good afternoon. I'm calling because, um, I wanted to see if I can enroll for the health insurance.

Speaker speaker_0: Yeah. Let me check on that. What's the staffing agency you work for?

Speaker speaker_1: AccuForce.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4414.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Isabel Hernandez.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Isabel?

Speaker speaker_1: 108 Reed Road, Bristol, Tennessee 37620.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09-22-02.

Speaker speaker_0: And a good telephone number that I have is 575-888-0836.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is isahrndz2002 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, um, now here, when did you start with, uh, AccuForce?

Speaker speaker_1: I started... Oh, man. Let me, give me one second. I started...

Speaker speaker_0: Hello? Are you still there?

Speaker speaker_1: Yes. Sorry, I was just trying to verify. Um, but if, um, I'm thinking it was the last Tuesday of January, so the 28th.

Speaker speaker_0: 28th? Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: Because we have two h- 'Cause the only reason why I asked that's because we have two prior dates on you, one from the 20th and the 21st of February, um, of this past year. So, I needed to confirm with you real quick. I mean, it looks like you're still eligible, um, but it's just I wanted to confirm with you first. Um, what did you want to be

enrolled into, if you don't mind me asking?

Speaker speaker_1: Um, I just wanted to, honestly, just get, like, health insurance and dental insurance, because I have braces right now.

Speaker speaker_0: Okay.

Speaker speaker_1: And-

Speaker speaker_0: So, medical and dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, because they ar-... AccuForce, they offer four medical plans, um, one that just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$18.02 a week, and they offer three other medical plans with VIP plans, which cover hospitals, doctors and medications. Um, they all range from \$17.66 to \$31.66.

Speaker speaker_1: Okay, and that, um, second one does that... The VIP, does that one come with, um, dental and, um, with everything included, or is that just for the hospital-

Speaker speaker_0: So those are just medical plans. Dental is an additional benefit that could be added for \$3.71 per week.

Speaker speaker_1: Okay, so can I do the VIP plus the dental?

Speaker speaker_0: Yeah. So the VIP standard as well as dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Um, how, what would the... So how much would that be, um, all together every week?

Speaker speaker_0: So, doing those two for employee only would be \$21.37 per week.

Speaker speaker_1: Okay. All right. That sounds-

Speaker speaker_0: Are you authorized AccuForce to make that deduction for you?

Speaker speaker_1: Yes, that's fine.

Speaker speaker_0: Okay. 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 \$21.37 come off your paycheck, coverage begins the Monday we receive that deduction from AccuForce. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Isabel, is there anything else I could assist you with today?

Speaker speaker_1: No, that was all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and hope you have a wonderful day, all right?

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.