

Transcript: Justin

Mills-5424816572022784-6003107544645632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today? Yes, I was calling to enroll in health benefits. Okay. What's the staffing agency you work for? Work Smart. And the last four of your social? 7616- And what was your first and last name? Clarissa Patrick. And for security purposes, can you verify your home address, including city, state and zip code, Clarissa? Okay. 3719 Park Grove Road East, Apartment 314, Tuscaloosa, Alabama 35405. And confirm your date of birth? 09/20/1995. And a good telephone number has us, 334-876-6066? Yes. And the email it has is la shay, shay95 at gmail? Yes. Okay. Um, now did you have an idea of what you wanted to be enrolled into through WorkSmart or no? Um, what would you mean by that? I'm sorry. Um, meaning like, um, did you have an idea of what you wanted, uh, through WorkSmart, like medical, dental, vision, or just medical, or what, what, what did you want to be enrolled in for? How much... Okay. Uh, I was thinking medical, but how much is medical and how much is dental? Um, so I do know that WorkSmart, they have three medical plans. Um, one of them just covers preventative healthcare services at \$16.32. However, preventative is like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, while the two other medical plans are the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the basic and the classic is how much the insurance carrier pays to cover things. Um, but those range from \$16.68 to \$20.06. And then your dental would be \$3.76 per week. Okay. Um, what would, what would be a better option, um, the basic or the classic? Um, now it's ba- totally based on what you want and what you need. Um, both VIP plans, the classic and the basic, both cover hospitals, doctors and medications. Um, I do know that the classic does have a little bit more coverage than the basic does, uh, because it's considered the highest tier offered through WorkSmart. I can go with basic. Okay, so VIP basic and dental for yourself, correct? Mm-hmm. Okay. Um, now I do know that WorkSmart does offer other things like Free Rx, which gives out free or discounted prescription coverage, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavioral health. Okay. So just medical and dental? Yeah, I think I do. Mm-hmm. Uh, how much would it be with the, um, short-term disability? Um, so short-term disability is \$4.07. Uh, so with all three of those elections, \$24.51 for the medical, dental and short-term disability. Oh, you didn't say... Uh, I didn't ask about the den- I mean, vision, did I? No, I did not. Uh, no, ma'am. Um, vision's \$2.23 per week. Okay. Well, let me just get all that. I want the vision, dental, medical and, um, short-term disability. And all those were for employee only, correct? Uh-huh. Okay. So doing those four would make your total deductions \$26.74 a week. Did you authorize WorkSmart to make that deduction for you? Yes. Okay. Go ahead and save that. 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 \$26.74 come off your paycheck. Coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Clarissa, is there anything else I could help you out with today? Um, no, sir. That would be all. That would be everything. Awesome. Well, thank you for calling Benefits and Encouragement. I hope you have a wonderful day, okay? Thank you. You, too. Thank you. 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 Encouragement. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I was calling to enroll in health benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Work Smart.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7616-

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Clarissa Patrick.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Clarissa?

Speaker speaker_2: Okay. 3719 Park Grove Road East, Apartment 314, Tuscaloosa, Alabama 35405.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 09/20/1995.

Speaker speaker_1: And a good telephone number has us, 334-876-6066?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email it has is la shay, shay95 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, now did you have an idea of what you wanted to be enrolled into through WorkSmart or no?

Speaker speaker_2: Um, what would you mean by that? I'm sorry.

Speaker speaker_1: Um, meaning like, um, did you have an idea of what you wanted, uh, through WorkSmart, like medical, dental, vision, or just medical, or what, what, what did you want to be enrolled in for?

Speaker speaker_2: How much... Okay. Uh, I was thinking medical, but how much is medical and how much is dental?

Speaker speaker_1: Um, so I do know that WorkSmart, they have three medical plans. Um, one of them just covers preventative healthcare services at \$16.32. However, preventative is like physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, while the two other medical plans are the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the basic and the classic is how much the insurance carrier pays to cover things. Um, but those range from \$16.68 to \$20.06. And then your dental would be \$3.76 per week.

Speaker speaker_2: Okay. Um, what would, what would be a better option, um, the basic or the classic?

Speaker speaker_1: Um, now it's ba- totally based on what you want and what you need. Um, both VIP plans, the classic and the basic, both cover hospitals, doctors and medications. Um, I do know that the classic does have a little bit more coverage than the basic does, uh, because it's considered the highest tier offered through WorkSmart.

Speaker speaker_2: I can go with basic.

Speaker speaker_1: Okay, so VIP basic and dental for yourself, correct?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, now I do know that WorkSmart does offer other things like Free Rx, which gives out free or discounted prescription coverage, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavioral health.

Speaker speaker_2: Okay.

Speaker speaker_1: So just medical and dental?

Speaker speaker_2: Yeah, I think I do. Mm-hmm. Uh, how much would it be with the, um, short-term disability?

Speaker speaker_1: Um, so short-term disability is \$4.07. Uh, so with all three of those elections, \$24.51 for the medical, dental and short-term disability.

Speaker speaker_2: Oh, you didn't say... Uh, I didn't ask about the den- I mean, vision, did I? No, I did not.

Speaker speaker_1: Uh, no, ma'am. Um, vision's \$2.23 per week.

Speaker speaker_2: Okay. Well, let me just get all that. I want the vision, dental, medical and, um, short-term disability.

Speaker speaker_1: And all those were for employee only, correct?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. So doing those four would make your total deductions \$26.74 a week. Did you authorize WorkSmart to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Go ahead and save that. 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 \$26.74 come off your paycheck. Coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Clarissa, is there anything else I could help you out with today?

Speaker speaker_2: Um, no, sir. That would be all. That would be everything.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and Encouragement. I hope you have a wonderful day, okay?

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.