

## **Transcript: Justin**

**Mills-5428287476023296-5180199897350144**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, I'm trying to get a, a, a quote, a quote on, uh, how much will the benefit be a month? Um, so they do 'em on weekly deductions. Uh, what's the staffing agency you work for? Uh, ATC Healthcare. Okay. And the last four of your Social so I can pull your file for you? Eight and 12. Okay. And what was your first and last name? Linda Johnson. And for security purposes, can you verify the home address, including city, state and zip code, Linda? Uh, 30 Hagler Road, Louisville, Alabama 36048. And your date of birth? Uh, February the 21st, 1968. And a good telephone number I have is 334-367-9310? Yes. And the email I have is 3604830 at Gmail? Yes. Okay, so let's see here. So I do know that ATC Healthcare, they offer four different medical plans. One of 'em is the Stay Healthy M.E.C. TeleRx. Now, that one just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16 per week. Two other medical plans are the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those are, range from \$31.71 to \$43.41. However, the last medical plan is a combination of both preventative plus hospital, doctor and medication coverage, and that's \$43.76 a week. Okay. And the last day to sign up is? Um, let's see. I thought they said the 27th. I just h- I just looked at my phone. I hadn't seen my email, and I said, "Let me just call." Yeah, so ATC ends their open enrollment on December 28th, which is a Saturday, so I, I presume the 27th would be the last day to enroll. Okay. And they, I think they got like a website on there too. I can go on the website if I decide to do it, or, or I can call y'all back? Yeah. Yes. Um, but we have a website, so it's mybiac.com/atc. Mm-hmm. Or I can email you a copy of a benefit guide. Okay. Do, uh, email me that. Okay. Uh, email me- And you said, if I get a master ... I'm sorry. No worries. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. And you said the last one will cover hospital, uh, doctors and, uh, medicine? Right. And it's like \$43, uh, weekly a month? Correct. Weekly. Which one? These are weekly deductions. Weekly. Okay. All right, then. All right then. Is there anything else I could help you out with today? No, that's it. Awesome. Well, you have a wonderful day, okay? All right. You too. Bye now. All right, 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Yes, I'm trying to get a, a, a quote, a quote on, uh, how much will the benefit be a month?

Speaker speaker\_1: Um, so they do 'em on weekly deductions. Uh, what's the staffing agency you work for?

Speaker speaker\_2: Uh, ATC Healthcare.

Speaker speaker\_1: Okay. And the last four of your Social so I can pull your file for you?

Speaker speaker\_2: Eight and 12.

Speaker speaker\_1: Okay. And what was your first and last name?

Speaker speaker\_2: Linda Johnson.

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

Speaker speaker\_2: Uh, 30 Hagler Road, Louisville, Alabama 36048.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, February the 21st, 1968.

Speaker speaker\_1: And a good telephone number I have is 334-367-9310?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is 3604830 at Gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. So I do know that ATC Healthcare, they offer four different medical plans. One of 'em is the Stay Healthy M.E.C. TeleRx. Now, that one just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16 per week. Two other medical plans are the VIP plans. Now, those actually cover hospitals, doctors and medications. The only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those are, range from \$31.71 to \$43.41. However, the last medical plan is a combination of both preventative plus hospital, doctor and medication coverage, and that's \$43.76 a week.

Speaker speaker\_2: Okay. And the last day to sign up is?

Speaker speaker\_1: Um, let's see.

Speaker speaker\_2: I thought they said the 27th. I just h- I just looked at my phone. I hadn't seen my email, and I said, "Let me just call."

Speaker speaker\_1: Yeah, so ATC ends their open enrollment on December 28th, which is a Saturday, so I, I presume the 27th would be the last day to enroll.

Speaker speaker\_2: Okay. And they, I think they got like a website on there too. I can go on the website if I decide to do it, or, or I can call y'all back?

Speaker speaker\_1: Yeah. Yes. Um, but we have a website, so it's mybiac.com/atc.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Or I can email you a copy of a benefit guide.

Speaker speaker\_2: Okay. Do, uh, email me that.

Speaker speaker\_1: Okay. Uh, email me-

Speaker speaker\_2: And you said, if I get a master ... I'm sorry.

Speaker speaker\_1: No worries. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: Okay. And you said the last one will cover hospital, uh, doctors and, uh, medici- medicine?

Speaker speaker\_1: Right.

Speaker speaker\_2: And it's like \$43, uh, weekly a month?

Speaker speaker\_1: Correct. Weekly.

Speaker speaker\_2: Which one?

Speaker speaker\_1: These are weekly deductions.

Speaker speaker\_2: Weekly. Okay. All right, then. All right then.

Speaker speaker\_1: Is there anything else I could help you out with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right. You too. Bye now.

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