

Transcript: Justin

Mills-5470048776536064-4810967992680448

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. How are you doing today, Justin? I'm pretty well, and yourself? I was... I'm doing all right. Uh, I wanted to call and request, uh, a card you shipped out to me. Yeah. Let me check on that for you. What's that staffing agency you work for? Site Staffing. And the last four of your social? 4045. And what was your first and last name? Jarvis Washington Senior. And for security purposes, could you verify your home address including city, state and zip code? 3315 North 36th Street, Milwaukee, Wisconsin, 53216. And your date of birth? 10-21-1975. And a good telephone number have us 414-793-8252. Correct. And the email has jssr@gmail.com. Yes. Okay. So looking at the file, it looks like you became active in the coverage as of yesterday, the 28th. So you should be receiving your physical ID card early next week. Okay. However, if you did call by, uh, Thursday or Friday of this week, we actually email the ID card to you then ... as like an insurance carrier, so we just want to make sure we follow up with you. Okay. Okay. Okay. But as of right now, you are currently active in the coverage, sir. Okay. Now into, uh, which cover can I... Um, so looking at the file, you have the MEC standalone, which just covers preventative services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy. So no, no dental or nothing like that? No, sir. Not that I can see. However, you're still eligible to add those two things, if need be. Yes. Yeah. I would, I would like to add dental. Okay. So let's see here. So just dental? Anything else? Uh, what was the other option of the... What is it? Uh... Vision? Not, uh, vision. What's the other one? Um, what do you mean? I meant I, uh, yeah. Okay, I want dental and I don't want, uh, I want more than just preventative if I can get that. Okay. So let's see here. So they do offer other medical plans, the VIP plans, which cover hospitals, doctors, medications. They range from \$16.80 to \$29.78. Okay. Um, so, uh, how about, can you send out, can you send something out when you send my card as far as, uh, some literature on what I can, um, uh, upgrade to and what'd be costing me? Um, yeah. H- how about this? I can email you a copy of a benefit guide right now, have you look over it. And then once you're ready to make that final decision, you can give us a call back 'cause you are still within your personal open enrollment period. Okay. All right. Can I go ahead and add dental right now, though? Yeah. I can put you down for dental. Yeah. Let's see here. So the current deductions right now with that MEC standalone medical plan was \$14.08. However, adding dental to the coverage would make your new total deduction \$17.46 per week. Okay? Okay. Okay. Do you authorize Site Staffing to make that deduction for you? Yes. Okay. So let me go ahead and save that. And give me one second. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$17.46 come off your paycheck, that's how you know dental was added to the coverage. Okay? Okay. Okay. But other than that, uh, the email that you should be looking out for for that

benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay? Okay. Okay. Well, is there anything else I can assist you with today? Oh, no. This is really great help. Awesome. Well, you have a wonderful day. Okay, Jarvis? Okay. You too. All right. 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. How are you doing today, Justin?

Speaker speaker_0: I'm pretty well, and yourself?

Speaker speaker_1: I was... I'm doing all right. Uh, I wanted to call and request, uh, a card you shipped out to me.

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

Speaker speaker_1: Site Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4045.

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

Speaker speaker_1: Jarvis Washington Senior.

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

Speaker speaker_1: 3315 North 36th Street, Milwaukee, Wisconsin, 53216.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 10-21-1975.

Speaker speaker_0: And a good telephone number have us 414-793-8252.

Speaker speaker_1: Correct.

Speaker speaker_0: And the email has jssr@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So looking at the file, it looks like you became active in the coverage as of yesterday, the 28th. So you should be receiving your physical ID card early next week.

Speaker speaker_1: Okay.

Speaker speaker_0: However, if you did call by, uh, Thursday or Friday of this week, we actually email the ID card to you then ... as like an insurance carrier, so we just want to make sure we follow up with you.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. But as of right now, you are currently active in the coverage, sir.

Speaker speaker_1: Okay. Now into, uh, which cover can I...

Speaker speaker_0: Um, so looking at the file, you have the MEC standalone, which just covers preventative services, so like physicals, diabetes screenings, vaccinations. Pretty much things that generally make you stay healthy.

Speaker speaker_1: So no, no dental or nothing like that?

Speaker speaker_0: No, sir. Not that I can see. However, you're still eligible to add those two things, if need be.

Speaker speaker_1: Yes. Yeah. I would, I would like to add dental.

Speaker speaker_0: Okay. So let's see here. So just dental? Anything else?

Speaker speaker_1: Uh, what was the other option of the... What is it? Uh...

Speaker speaker_0: Vision?

Speaker speaker_1: Not, uh, vision. What's the other one?

Speaker speaker_0: Um, what do you mean?

Speaker speaker_1: I meant I, uh, yeah. Okay, I want dental and I don't want, uh, I want more than just preventative if I can get that.

Speaker speaker_0: Okay. So let's see here. So they do offer other medical plans, the VIP plans, which cover hospitals, doctors, medications. They range from \$16.80 to \$29.78.

Speaker speaker_1: Okay. Um, so, uh, how about, can you send out, can you send something out when you send my card as far as, uh, some literature on what I can, um, uh, upgrade to and what'd be costing me?

Speaker speaker_0: Um, yeah. H- how about this? I can email you a copy of a benefit guide right now, have you look over it. And then once you're ready to make that final decision, you can give us a call back 'cause you are still within your personal open enrollment period.

Speaker speaker_1: Okay. All right. Can I go ahead and add dental right now, though?

Speaker speaker_0: Yeah. I can put you down for dental. Yeah. Let's see here. So the current deductions right now with that MEC standalone medical plan was \$14.08. However, adding dental to the coverage would make your new total deduction \$17.46 per week. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Do you authorize Site Staffing to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let me go ahead and save that. And give me one second. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$17.46 come off your paycheck, that's how you know dental was added to the coverage. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But other than that, uh, the email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsinacard.com. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Well, is there anything else I can assist you with today?

Speaker speaker_1: Oh, no. This is really great help.

Speaker speaker_0: Awesome. Well, you have a wonderful day. Okay, Jarvis?

Speaker speaker_1: Okay. You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.