

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, I was calling to see if it was, um, too late to try to enroll. I got a text message. Yeah, let me check on that for you. What's the staffing agency you work for? Uh, Wagner Staffing. And the last four of your Social? 0016. And what was your first and last name? First name is Ismail, I-S-M-A-I-L. Last name Hasan, H-A-S-A-N. And for security purposes, could you verify your home address, including city, state and zip code? Uh, yes. 3004 Sonya Lane, Snellville, Georgia 30078. Uh, it looks like I have a different address on file. Oh. In North... in Norcross? Norcross? Oh. Oh, yeah, that's the old address. Um, it's 100 Castor Drive, Norcross, Georgia 300... Um, what is the zip code over here? I forgot the zip code. Um, oh, crap. Give me one second. Just hold on. No worries. Yeah, I could have sworn I gave them the updated address, but they must have been changed. Um... The zip code... I mean, the... Yeah, the zip code is 30071. Okay. And what's the new address so I can go ahead and update it for you? Okay. The new address is 3004 Sonya Lane, Snellville, Georgia 30078. And Sonya, that's spelled S-O-N-Y-A? Yes. Okay. Let's see here. Snellville, Georgia. 300... Okay. And confirm your date of birth. It's 10/10/1977. And a good telephone number have is 404-492-2006. Yes. And the email I have is irhasan901 at gmail? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Um, I just... I know I need, um, dental and vision and, um, I guess, like, the most affordable healthcare I could get. Uh, I'm not sure exactly the plans. Okay. So they have the MHC standalone, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$14.01 per week. Then they have two other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Classic and the Pro is how much the insurance carrier pays to cover things. Sure. But those range from \$18.55 to \$37.83 for employee only. And that's per week? Correct. Yes, sir. Okay. Um... Okay, which one has the cheapest, um, out-of-pocket, like copay? Um, so they both have the exact same copays. So whenever you go to the provider, whatever the provider's copay is, you would pay that to see the doctor. Um, so there's no really major difference regarding copays. The only difference within the Classic and the Pro is how much the insurance carrier just pays to cover things. So you have more coverage versus the other one. Okay. Um, and would that mean like, um, uh, like let's say, um, prescription, um, the more expensive one would pay more of the prescription? For example. Uh, no, sir. So you still have the same prescription, uh, coverage- Oh. ... \$30 for prescriptions, whether it's on the VIP Classic or the VIP Pro. Um, like I was saying, the only major difference is that the carrier just pays more to cover things. So a prime example of that would be your hospital admission benefits. So say, for example, you have to go to the hospital. Under the... Or the... Under the VIP Classic, the insurance carrier pays \$500 a day, while under the Pro they payout \$2,000 a

day. So, like I said, the only major difference is just how much the carrier pays to cover things. Oh, okay. Um... Okay, well, let me do the, um, Pro. Okay, so the VIP Pro as well as dental and vision? Yes. Okay. Anything else or no? Um, no, I think that's it. Um... Yeah, that... That's it for now. Okay, so doing those three for employee only would make your total deductions \$43.20 per week. Do you authorize Wagner Services to make that deduction for you? Yes. Okay. So I'm going to 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 \$43.20 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services. All right. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can help you with today, Ismail? Uh, no, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay? You too. Thank you very much. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was calling to see if it was, um, too late to try to enroll. I got a text message.

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

Speaker speaker_1: Uh, Wagner Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0016.

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

Speaker speaker_1: First name is Ismail, I-S-M-A-I-L. Last name Hasan, H-A-S-A-N.

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

Speaker speaker_1: Uh, yes. 3004 Sonya Lane, Snellville, Georgia 30078.

Speaker speaker_0: Uh, it looks like I have a different address on file.

Speaker speaker_1: Oh.

Speaker speaker_0: In North... in Norcross?

Speaker speaker_1: Norcross? Oh. Oh, yeah, that's the old address. Um, it's 100 Castor Drive, Norcross, Georgia 300... Um, what is the zip code over here? I forgot the zip code. Um, oh, crap. Give me one second. Just hold on.

Speaker speaker_0: No worries.

Speaker speaker_1: Yeah, I could have sworn I gave them the updated address, but they must have been changed. Um... The zip code... I mean, the... Yeah, the zip code is 30071.

Speaker speaker_0: Okay. And what's the new address so I can go ahead and update it for you?

Speaker speaker_1: Okay. The new address is 3004 Sonya Lane, Snellville, Georgia 30078.

Speaker speaker_0: And Sonya, that's spelled S-O-N-Y-A?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see here. Snellville, Georgia. 300... Okay. And confirm your date of birth.

Speaker speaker_1: It's 10/10/1977.

Speaker speaker_0: And a good telephone number have is 404-492-2006.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is irhasan901 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Um, I just... I know I need, um, dental and vision and, um, I guess, like, the most affordable healthcare I could get. Uh, I'm not sure exactly the plans.

Speaker speaker_0: Okay. So they have the MHC standalone, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$14.01 per week. Then they have two other medical plans, the VIP plans. Now, those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Classic and the Pro is how much the insurance carrier pays to cover things.

Speaker speaker_1: Sure.

Speaker speaker_0: But those range from \$18.55 to \$37.83 for employee only.

Speaker speaker_1: And that's per week?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Um... Okay, which one has the cheapest, um, out-of-pocket, like copay?

Speaker speaker_0: Um, so they both have the exact same copays. So whenever you go to the provider, whatever the provider's copay is, you would pay that to see the doctor. Um, so there's no really major difference regarding copays. The only difference within the Classic and the Pro is how much the insurance carrier just pays to cover things. So you have more

coverage versus the other one.

Speaker speaker_1: Okay. Um, and would that mean like, um, uh, like let's say, um, prescription, um, the more expensive one would pay more of the prescription? For example.

Speaker speaker_0: Uh, no, sir. So you still have the same prescription, uh, coverage-

Speaker speaker_1: Oh.

Speaker speaker_0: ... \$30 for prescriptions, whether it's on the VIP Classic or the VIP Pro. Um, like I was saying, the only major difference is that the carrier just pays more to cover things. So a prime example of that would be your hospital admission benefits. So say, for example, you have to go to the hospital. Under the... Or the... Under the VIP Classic, the insurance carrier pays \$500 a day, while under the Pro they payout \$2,000 a day. So, like I said, the only major difference is just how much the carrier pays to cover things.

Speaker speaker_1: Oh, okay. Um... Okay, well, let me do the, um, Pro.

Speaker speaker_0: Okay, so the VIP Pro as well as dental and vision?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Anything else or no?

Speaker speaker_1: Um, no, I think that's it. Um... Yeah, that... That's it for now.

Speaker speaker_0: Okay, so doing those three for employee only would make your total deductions \$43.20 per week. Do you authorize Wagner Services to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm going to 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 \$43.20 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services.

Speaker speaker_1: All right.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can help you with today, Ismail?

Speaker speaker_1: Uh, no, that's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend. Okay?

Speaker speaker_1: You too. Thank you very much.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.