

Transcript: Justin

Mills-5738650843660288-5792692806533120

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Uh, my name is Shalonda Williams. I work for Wagner Staffing. Um, they told me that getting insurance through you guys is usually normally done, um, during the hiring process. Um, but I was calling to see if it's possible for me to still register now? Um, yeah, let me check on that. So Wagner Services, what's the last four of your social? Uh, 8218. And for security purposes, can you verify your home address, including city, state and zip code? Uh, 10913, uh, Wellington Drive, Covington, Georgia 30014. And confirm your date of birth? Uh, November 21st, 1994. And a good telephone number that I have is 770-652-7773? Yeah. And the email I have is wshalonda950@gmail.com? Mm-hmm. Okay, um, now quick question. Did you receive a benefit guide through Wagner Services by any chance or no? Um, not that I remember. Okay, so I went ahead and emailed you a copy of one just to be on the safe side. Mm-hmm. Um, an email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. Mm-hmm. Okay, um, did you have an idea of what you wanted to be enrolled into or, or no? No, not necessarily. I'm just trying to get some insurance, um, for myself, uh, for our primary care physician, so. Totally understand. Um, so I do know that Wagner Services, they offer three different medical plans. Mm-hmm. One of them is the Stay Healthy MEC standalone. Now that one just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. Yeah. It's \$14.01 per week. Then they offer two other medical plans, the VIP Classic as well as the VIP Pro, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things. Mm-hmm. Those range from \$18.55 to \$37.83. Mm-hmm. Um, I'll just do the Classic, I believe, then. Okay, so the VIP Classic? Mm-hmm. Okay, so just medical. Anything else? Um, no, that's all at this moment. Uh, dental probably, but I just want, I just need medical for right now, nothing more. Okay, so doing VIP Classic for employee only would make your total deductions \$18.55 per week. Do you authorize Wagner Services to make that deduction for you? Yes. Okay. Now I do wanna 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 \$18.55 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today? No, not at the moment. Awesome. Well, thank you for calling Benefits and a Card and hope you have a wonderful day, okay? All right, thank you. You're welcome. 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: Hey, Justin. Uh, my name is Shalonda Williams. I work for Wagner Staffing. Um, they told me that getting insurance through you guys is usually normally done, um, during the hiring process. Um, but I was calling to see if it's possible for me to still register now?

Speaker speaker_0: Um, yeah, let me check on that. So Wagner Services, what's the last four of your social?

Speaker speaker_1: Uh, 8218.

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

Speaker speaker_1: Uh, 10913, uh, Wellington Drive, Covington, Georgia 30014.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: Uh, November 21st, 1994.

Speaker speaker_0: And a good telephone number that I have is 770-652-7773?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is wshalonda950@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, um, now quick question. Did you receive a benefit guide through Wagner Services by any chance or no?

Speaker speaker_1: Um, not that I remember.

Speaker speaker_0: Okay, so I went ahead and emailed you a copy of one just to be on the safe side.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, an email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: No, not necessarily. I'm just trying to get some insurance, um, for myself, uh, for our primary care physician, so.

Speaker speaker_0: Totally understand. Um, so I do know that Wagner Services, they offer three different medical plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: One of them is the Stay Healthy MEC standalone. Now that one just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's \$14.01 per week. Then they offer two other medical plans, the VIP Classic as well as the VIP Pro, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Pro is just how much the insurance carrier pays to cover things.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Those range from \$18.55 to \$37.83.

Speaker speaker_1: Mm-hmm. Um, I'll just do the Classic, I believe, then.

Speaker speaker_0: Okay, so the VIP Classic?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so just medical. Anything else?

Speaker speaker_1: Um, no, that's all at this moment. Uh, dental probably, but I just want, I just need medical for right now, nothing more.

Speaker speaker_0: Okay, so doing VIP Classic for employee only would make your total deductions \$18.55 per week. Do you authorize Wagner Services to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now I do wanna 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 \$18.55 come off your paycheck, coverage begins the Monday we receive that deduction from Wagner Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today?

Speaker speaker_1: No, not at the moment.

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

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Bye-bye.