

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hey, Justin. How's it going? I'm doing pretty good. How are you? Oh, good. Thanks. Can't complain. I was wondering if you could help me, um, sign up for the InSure Basic Plus health benefits. Yeah. Let me check on that. What's that staffing agency you work for? Creative Circle. And the last four of your social? 6439. And what was your first and last name? Jennifer DiMaria or Jenna. It might be Jenna DiMaria on the system. And for security purposes, can you verify your home address, including city, state and zip code? Sure. 4170 Admiralty Way, Unit 332, Marina Del Rey, California 90292. And your date of birth? 01/30/75. And a good telephone number have is 526-3647. Yes. And the email I have jennadymaria@gmail.com? Yep. Yep. You got it. Okay. So the InSure Plus Basic. Anything else? Um, I would like to add the critical illness to it. Okay. The accident. The telebehavior health. And then is the Rx, um, also part of that, or do I need to tell you? Um, so free Rx is an additional benefit option that can be added. Okay, I'd like to add that too. Okay. So just to confirm, we have the InSure Plus Basic, free Rx, critical illness, group accident, and behavioral health, all for employee only. Correct? Yes. And then the- Okay. Anything else? I think you... You said the... The med... The prescription thing too, right? Yeah. Free Rx. Yes. Yeah. Oh, sorry. Yeah. And then, um, I saw something on one of the brochures about Elix- Elixir with like Rite Aid pharmacy. Is that something separate or is that part of it? Um, so that's included in the InSure Plus Basic plan, where it's your medication coverage. Okay. Um, so that's your pharmacy, um, that you would go through- Oh. Okay. ... to pick up medications through Elixir. Okay. Okay. Gotcha. Okay, cool. And then do... Like, based on all the things I told you, do you have a total of what that would be weekly? Um, yeah. So all of those elections for employee only would be \$29.22 per week. Oh, okay. Okay. That sounds good. All right. I'll do that. Do you authorize Creative Circle to make that deduction for you? Yep. Okay. So I'm going to go ahead and save that. And who do you want to add as your beneficiary for the term life? Or not term life, but- Uh- ... the group accident. Uh, I'll add my sister. Her name's Claire McEachern. C-L-A-I-R-E? Yes. And the last name's- Mm-hmm. ... M-C-E-A-C-H-E-R-N. Okay. Sibling. 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 \$29.22 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Okay. Other than that, is there anything else I could assist you with today? Is there any way you could place it as, like, the latest date as possible to start? Or is it just whatev- what... 'cause I called you today, you have to activate it? Um, since you called today, unfortunately, pending enrollments take one to two weeks to go through. So there is that. Okay. And, um- Okay. No worries. I'll just do that for right now. That's fine. Awesome. Well, you have a wonderful day.

Okay? Thank you so much for your help. Appreciate it. You're welcome. Bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. How's it going?

Speaker speaker_0: I'm doing pretty good. How are you?

Speaker speaker_1: Oh, good. Thanks. Can't complain. I was wondering if you could help me, um, sign up for the InSure Basic Plus health benefits.

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

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6439.

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

Speaker speaker_1: Jennifer DiMaria or Jenna. It might be Jenna DiMaria on the system.

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

Speaker speaker_1: Sure. 4170 Admiralty Way, Unit 332, Marina Del Rey, California 90292.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 01/30/75.

Speaker speaker_0: And a good telephone number have is 526-3647.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yep. Yep. You got it.

Speaker speaker_0: Okay. So the InSure Plus Basic. Anything else?

Speaker speaker_1: Um, I would like to add the critical illness to it.

Speaker speaker_0: Okay.

Speaker speaker_1: The accident. The telebehavior health. And then is the Rx, um, also part of that, or do I need to tell you?

Speaker speaker_0: Um, so free Rx is an additional benefit option that can be added.

Speaker speaker_1: Okay, I'd like to add that too.

Speaker speaker_0: Okay. So just to confirm, we have the InSure Plus Basic, free Rx, critical illness, group accident, and behavioral health, all for employee only. Correct?

Speaker speaker_1: Yes. And then the-

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: I think you... You said the... The med... The prescription thing too, right?

Speaker speaker_0: Yeah. Free Rx. Yes.

Speaker speaker_1: Yeah. Oh, sorry. Yeah. And then, um, I saw something on one of the brochures about Elix- Elixir with like Rite Aid pharmacy. Is that something separate or is that part of it?

Speaker speaker_0: Um, so that's included in the InSure Plus Basic plan, where it's your medication coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so that's your pharmacy, um, that you would go through-

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: ... to pick up medications through Elixir.

Speaker speaker_1: Okay. Okay. Gotcha. Okay, cool. And then do... Like, based on all the things I told you, do you have a total of what that would be weekly?

Speaker speaker_0: Um, yeah. So all of those elections for employee only would be \$29.22 per week.

Speaker speaker_1: Oh, okay. Okay. That sounds good. All right. I'll do that.

Speaker speaker_0: Do you authorize Creative Circle to make that deduction for you?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So I'm going to go ahead and save that. And who do you want to add as your beneficiary for the term life? Or not term life, but-

Speaker speaker_1: Uh-

Speaker speaker_0: ... the group accident.

Speaker speaker_1: Uh, I'll add my sister. Her name's Claire McEachern.

Speaker speaker_0: C-L-A-I-R-E?

Speaker speaker_1: Yes. And the last name's-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... M-C-E-A-C-H-E-R-N.

Speaker speaker_0: Okay. Sibling. 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 \$29.22 come off your paycheck, coverage begins the Monday we receive that deduction from Creative Circle.

Speaker speaker_1: Okay.

Speaker speaker_0: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: Other than that, is there anything else I could assist you with today?

Speaker speaker_1: Is there any way you could place it as, like, the latest date as possible to start? Or is it just whatev- what... 'cause I called you today, you have to activate it?

Speaker speaker_0: Um, since you called today, unfortunately, pending enrollments take one to two weeks to go through. So there is that.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um-

Speaker speaker_1: Okay. No worries. I'll just do that for right now. That's fine.

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

Speaker speaker_1: Thank you so much for your help. Appreciate it.

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

Speaker speaker_1: Thank you. Bye.