

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Cart. This is Justin. How can I help you today? I'd like to enroll in, uh, Accuforce benefits. Okay, so Accuforce. What's the last four of your Social? Two, seven, seven, one. Your first and last name? Kendall Brobeck. And for security purposes, can you verify your home address, including city, state and zip code, Kendall? 112 Blazer Lane, Greenville, Tennessee 37743. And your date of birth? September 23rd, 1999. And a good telephone number I have is 423-480-2990? Correct. Yes. And the email I have is sickomaniac99@gmail? Correct. Okay. And what did you want to be enrolled into? Well, I want obviously medical insurance and dental insurance at a very bare minimum. Okay. Um, 'cause Accuforce, they offer four medical plans. One that covers preventative health care services at \$18.02. Then they have three other medical plans that cover hospitals, doctors, and medications ranging from \$17.66 to \$31.66. And then dental's \$3.71 per week. Definitely wanna do the dental, for sure. Uh, in addition to that, what is the difference between the packages on the, on the health insurance? So the only difference between the VIP plans, they have the standard, classic and the plus. Uh, the only major difference between those three is how much the insurance carrier pays to cover things. Gotcha. So would that... Does that include the c- Does, does either one of those have a co-pay? Um, I do know that regular doctor's visits, \$25, but specialists like ears, nose and throat doctors for example, \$50. And that's the co-pay for what the... Is that the premium plan? For the VIP plans, yes, sir. And you said that was \$30, \$31? Uh, the standard is \$17.66, classic's \$19.58, and the plus is \$31.66. Yes, sir. I'll do the plus. Okay, so the VIP plus and dental. Anything else? Uh, what other benefits do you offer? Short-term, long-term disability? Any of that? So they do offer short-term disability at \$4.02. Um, they have term life, which is life insurance at \$2.12. Vision at \$2.15. Then they have behavioral health, uh, which is like seeing a online therapist for \$1.50 per week. And then free Rx. Now these, um... Is that like the, uh, the therapy? I have a, a therapist that I see. Would that... Would it cover that, or would I have to be through one of one of your guys' therapists? Um, I believe it's through one of the carrier's, uh, providers. And then it's online therapy, it's not in person. Gotcha. Okay, so and then you said the, the vision was \$2? And 15 cents. Yes, sir. Uh, I'll do that because last time I didn't have vision insurance, I shot myself in the eyeball with an Orbeez gun, and messed up my vision pretty good. So we'll go ahead and do that. Totally understand. Um, so let's see. Then they have other things like free Rx, which gives out free or discounted prescription coverage at \$5.99 per week. Um, critical illness, and then group accident, as well as ID experts. So none of that is, is good for me. But you, you going back to the, the life insurance? Mm-hmm. Uh, you said that was how much? \$2.12 per week. Yeah, I'll do that too. And what does that cover? Like if I was to die, for example, how much would, what would the payout for that be? Uh, the benefit if

from that one, for employees up to age 64, 20,000. All right. Okay, so we have the VIP plus, dental, term life and vision, all for employee only. Anything else? No, I think that'll do. Okay, so doing those four would make your total deductions \$39.64 per week. Do you authorize Accuforce to make the deduction for you? Yes. Okay. Um, so 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 \$39.64 come off your paycheck, coverage begins the Monday we receive that deduction- Okay. ... from Accuforce. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, who do you want to put down as your beneficiary for the term life? Oh, that's a good question. Uh, I'll do my father. Okay. And his first name? Michael Brobeck is his first and last name. M-I-C-H-a-e-l Brobeck. Okay. Other than that, Kendall, is there anything else I could help you out with today? No. Thank you. Y- You've helped me enough. Thank you a lot. You're welcome. You have a great day, okay? Okay. Bye now.

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 Cart. This is Justin. How can I help you today?

Speaker speaker_2: I'd like to enroll in, uh, Accuforce benefits.

Speaker speaker_1: Okay, so Accuforce. What's the last four of your Social?

Speaker speaker_2: Two, seven, seven, one.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Kendall Brobeck.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Kendall?

Speaker speaker_2: 112 Blazer Lane, Greenville, Tennessee 37743.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: September 23rd, 1999.

Speaker speaker_1: And a good telephone number I have is 423-480-2990?

Speaker speaker_2: Correct. Yes.

Speaker speaker_1: And the email I have is sickomaniac99@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And what did you want to be enrolled into?

Speaker speaker_2: Well, I want obviously medical insurance and dental insurance at a very bare minimum.

Speaker speaker_1: Okay. Um, 'cause Accuforce, they offer four medical plans. One that covers preventative health care services at \$18.02. Then they have three other medical plans that cover hospitals, doctors, and medications ranging from \$17.66 to \$31.66. And then dental's \$3.71 per week.

Speaker speaker_2: Definitely wanna do the dental, for sure. Uh, in addition to that, what is the difference between the packages on the, on the health insurance?

Speaker speaker_1: So the only difference between the VIP plans, they have the standard, classic and the plus. Uh, the only major difference between those three is how much the insurance carrier pays to cover things.

Speaker speaker_2: Gotcha. So would that... Does that include the c- Does, does either one of those have a co-pay?

Speaker speaker_1: Um, I do know that regular doctor's visits, \$25, but specialists like ears, nose and throat doctors for example, \$50.

Speaker speaker_2: And that's the co-pay for what the... Is that the premium plan?

Speaker speaker_1: For the VIP plans, yes, sir.

Speaker speaker_2: And you said that was \$30, \$31?

Speaker speaker_1: Uh, the standard is \$17.66, classic's \$19.58, and the plus is \$31.66. Yes, sir.

Speaker speaker_2: I'll do the plus.

Speaker speaker_1: Okay, so the VIP plus and dental. Anything else?

Speaker speaker_2: Uh, what other benefits do you offer? Short-term, long-term disability? Any of that?

Speaker speaker_1: So they do offer short-term disability at \$4.02. Um, they have term life, which is life insurance at \$2.12. Vision at \$2.15. Then they have behavioral health, uh, which is like seeing a online therapist for \$1.50 per week. And then free Rx.

Speaker speaker_2: Now these, um... Is that like the, uh, the therapy? I have a, a therapist that I see. Would that... Would it cover that, or would I have to be through one of one of your guys' therapists?

Speaker speaker_1: Um, I believe it's through one of the carrier's, uh, providers. And then it's online therapy, it's not in person.

Speaker speaker_2: Gotcha. Okay, so and then you said the, the vision was \$2?

Speaker speaker_1: And 15 cents. Yes, sir.

Speaker speaker_2: Uh, I'll do that because last time I didn't have vision insurance, I shot myself in the eyeball with an Orbeez gun, and messed up my vision pretty good. So we'll go ahead and do that.

Speaker speaker_1: Totally understand. Um, so let's see. Then they have other things like free Rx, which gives out free or discounted prescription coverage at \$5.99 per week. Um, critical illness, and then group accident, as well as ID experts.

Speaker speaker_2: So none of that is, is good for me. But you, you going back to the, the life insurance?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, you said that was how much?

Speaker speaker_1: \$2.12 per week.

Speaker speaker_2: Yeah, I'll do that too. And what does that cover? Like if I was to die, for example, how much would, what would the payout for that be?

Speaker speaker_1: Uh, the benefit if from that one, for employees up to age 64, 20,000.

Speaker speaker_2: All right.

Speaker speaker_1: Okay, so we have the VIP plus, dental, term life and vision, all for employee only. Anything else?

Speaker speaker_2: No, I think that'll do.

Speaker speaker_1: Okay, so doing those four would make your total deductions \$39.64 per week. Do you authorize Accuforce to make the deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so 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 \$39.64 come off your paycheck, coverage begins the Monday we receive that deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from Accuforce. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, who do you want to put down as your beneficiary for the term life?

Speaker speaker_2: Oh, that's a good question. Uh, I'll do my father.

Speaker speaker_1: Okay. And his first name?

Speaker speaker_2: Michael Brobeck is his first and last name.

Speaker speaker_1: M-I-C-H-a-e-l Brobeck. Okay. Other than that, Kendall, is there anything else I could help you out with today?

Speaker speaker_2: No. Thank you. Y- You've helped me enough. Thank you a lot.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay. Bye now.