

Transcript: Justin

Mills-5827176014331904-5995071084216320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, I needed to see, um, what my benefits were and when I'm supposed to get a card. Okay. What's the staffing agency you work for? Uh, Focus. And the last four of your social? Uh, 7079. And for security purposes, can you verify your home address, including city, state and zip code, Lindsay? It is, uh, 511 Northeast Tudor Road, Apartment 7, Lee's Summit, Missouri, 64086. And confirm your date of birth. 01/23/83. And a good cell phone number I have is 642-1179? Yep. And the email I have ljbarone24@gmail? Yep. You're the first person to say it correctly. Awesome. So let's see. Um, so looking at the file, it's not telling me you enrolled. Um, did you s- recently submit a document to Focus by any chance? No, I enrolled in vision immediately. In vision. Uh, when was that? Mm-hmm. If you don't mind me asking. November. November. Okay. The only thing that I'm seeing on your file was where on October 28th, the coverage was declined. Yeah. However, you are... or Focus is in s- is in their company open enrollment period, so we can get you enrolled regardless. I'm just trying to figure out when you submitted that information. Yeah. I submitted it the day I went in for, um, I believe it was for my orientation. Okay. Which was- Have you- ... uh, early November, end of October. Okay. And did you work with Focus in the past before or no? No, I haven't. Oh, okay. Hmm. Weird. Yeah. But, um- Okay. Well, I, I, I want to get this process started for you, um, 'cause I'm, like, I mean they are still- I know I need medical. Okay. Um, so they are still in their open enrollment period. Um, 'cause now it's... Sorry. Continue. Yeah. 'Cause now, um, finally off my ex's insurance hopefully, so I need to get health, dental and then, um, just for me, and then vision for me and my two kids. Okay. So let's see here. Make sure. Okay, so with Focus, um, bear with me. I'm pulling a benefit guide. So Focus, I do know offer the- They do offer three medical plans. Um, one of them is the Stay Healthy MEC TeleRx. Now that one just covers preventative healthcare services only. Mm-hmm. So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$17.21 per week. However, they do offer two other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the standard and the plus is how much the insurance carrier pays to cover things. So prime example, so say for example, you have to go to the hospital. Uh, under a hospital's mission benefit under the VIP standard, the insurance carrier will pay out \$500 a day, while under the plus, they'll pay out \$1,000 a day. So like I said, that's pretty much the only major difference between those two plans. Um, but they range from \$19.55 to \$33.54. Let's, let's do the cheaper one. So the \$19 one? I have to have... Yeah. I have to have, um, what's that called? Um, prescription coverage, so yeah. Okay. So let's see here. So just medical and dental for employee only and then vision for employee plus ch- children. Is that correct? Yes. Anything else or no? Uh, that should be it. And how much is the vision? Um, so

vision for employee plus children's \$4.94 a week. Okay. Um, so doing the VIP standard and dental for employee only, and then vision for employee plus children would make your total deductions \$28.13 per week. Do you authorize Focus to make that deduction for you? Yes. Okay. So I'm going to go ahead and save that, and add your children down real quick. And what's the first child's name? Jack. And his last name? Payne. P-A-Y-N-E. Okay. And do you have a social by any chance? Um, I might. Let me look here. Yep. I might have it saved in my pictures. I don't, but I can get the socials if you can give me just a second to bring it up. No worries. Take your time. Sorry, I'm signing into my TurboTax. No worries. Take your time. I'll, like, get it. OK, I got it. Okay. And what's that social? Um, his social is 396-27-0319. And his date of birth? Um, 6/24/06. And the next child? Uh, Sophia, S-O-P-H-I-A. Same last name? S-P-Y-A-M-E. And her social? 394-31-6701. And her date of birth? Um, 5/19/09. 05/19, okay. And she was the last child, correct? Correct. Okay. Um, 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 that first payroll deduction of the \$28.13 come off your paycheck, coverage begins the Monday we receive that deduction from Focus. Then seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Lindsey, is there anything else I could help you out with today? Do I have to wait, like, two weeks yet? Correct. Yes, ma'am. Before- Yes, unfortunately- Okay. ... pending enrollments take one to two weeks to go through. Okay. All right. Thank you so much. That's it. Y- you're welcome. You have a great day, okay? All right, you too. Bye. Thanks. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, I needed to see, um, what my benefits were and when I'm supposed to get a card.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Focus.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 7079.

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

Speaker speaker_2: It is, uh, 511 Northeast Tudor Road, Apartment 7, Lee's Summit, Missouri, 64086.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 01/23/83.

Speaker speaker_1: And a good cell phone number I have is 642-1179?

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have ljbarone24@gmail?

Speaker speaker_2: Yep. You're the first person to say it correctly.

Speaker speaker_1: Awesome. So let's see. Um, so looking at the file, it's not telling me you enrolled. Um, did you s- recently submit a document to Focus by any chance?

Speaker speaker_2: No, I enrolled in vision immediately.

Speaker speaker_1: In vision. Uh, when was that?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you don't mind me asking.

Speaker speaker_2: November.

Speaker speaker_1: November. Okay. The only thing that I'm seeing on your file was where on October 28th, the coverage was declined.

Speaker speaker_2: Yeah.

Speaker speaker_1: However, you are... or Focus is in s- is in their company open enrollment period, so we can get you enrolled regardless. I'm just trying to figure out when you submitted that information.

Speaker speaker_2: Yeah. I submitted it the day I went in for, um, I believe it was for my orientation.

Speaker speaker_1: Okay.

Speaker speaker_2: Which was-

Speaker speaker_1: Have you-

Speaker speaker_2: ... uh, early November, end of October.

Speaker speaker_1: Okay. And did you work with Focus in the past before or no?

Speaker speaker_2: No, I haven't.

Speaker speaker_1: Oh, okay. Hmm. Weird.

Speaker speaker_2: Yeah. But, um-

Speaker speaker_1: Okay. Well, I, I, I want to get this process started for you, um, 'cause I'm, like, I mean they are still-

Speaker speaker_2: I know I need medical.

Speaker speaker_1: Okay. Um, so they are still in their open enrollment period.

Speaker speaker_2: Um, 'cause now it's... Sorry.

Speaker speaker_1: Continue.

Speaker speaker_2: Yeah. 'Cause now, um, finally off my ex's insurance hopefully, so I need to get health, dental and then, um, just for me, and then vision for me and my two kids.

Speaker speaker_1: Okay. So let's see here. Make sure. Okay, so with Focus, um, bear with me. I'm pulling a benefit guide. So Focus, I do know offer the- They do offer three medical plans. Um, one of them is the Stay Healthy MEC TeleRx. Now that one just covers preventative healthcare services only.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$17.21 per week. However, they do offer two other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. However, the only major difference between the standard and the plus is how much the insurance carrier pays to cover things. So prime example, so say for example, you have to go to the hospital. Uh, under a hospital's mission benefit under the VIP standard, the insurance carrier will pay out \$500 a day, while under the plus, they'll pay out \$1,000 a day. So like I said, that's pretty much the only major difference between those two plans. Um, but they range from \$19.55 to \$33.54.

Speaker speaker_2: Let's, let's do the cheaper one.

Speaker speaker_1: So the \$19 one?

Speaker speaker_2: I have to have... Yeah. I have to have, um, what's that called? Um, prescription coverage, so yeah.

Speaker speaker_1: Okay. So let's see here. So just medical and dental for employee only and then vision for employee plus ch- children. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Anything else or no?

Speaker speaker_2: Uh, that should be it. And how much is the vision?

Speaker speaker_1: Um, so vision for employee plus children's \$4.94 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so doing the VIP standard and dental for employee only, and then vision for employee plus children would make your total deductions \$28.13 per week. Do you authorize Focus to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'm going to go ahead and save that, and add your children down real quick. And what's the first child's name?

Speaker speaker_2: Jack.

Speaker speaker_1: And his last name?

Speaker speaker_2: Payne. P-A-Y-N-E.

Speaker speaker_1: Okay. And do you have a social by any chance?

Speaker speaker_2: Um, I might. Let me look here.

Speaker speaker_1: Yep.

Speaker speaker_2: I might have it saved in my pictures. I don't, but I can get the socials if you can give me just a second to bring it up.

Speaker speaker_1: No worries. Take your time.

Speaker speaker_3: Sorry, I'm signing into my TurboTax.

Speaker speaker_1: No worries. Take your time.

Speaker speaker_3: I'll, like, get it. OK, I got it.

Speaker speaker_1: Okay. And what's that social?

Speaker speaker_3: Um, his social is 396-27-0319.

Speaker speaker_1: And his date of birth?

Speaker speaker_3: Um, 6/24/06.

Speaker speaker_1: And the next child?

Speaker speaker_3: Uh, Sophia, S-O-P-H-I-A.

Speaker speaker_1: Same last name?

Speaker speaker_3: S-P-Y-A-M-E.

Speaker speaker_1: And her social?

Speaker speaker_3: 394-31-6701.

Speaker speaker_1: And her date of birth?

Speaker speaker_3: Um, 5/19/09.

Speaker speaker_1: 05/19, okay. And she was the last child, correct?

Speaker speaker_3: Correct.

Speaker speaker_1: Okay. Um, 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 that first payroll deduction of the \$28.13 come off your paycheck, coverage begins the Monday we receive that deduction from Focus. Then seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Lindsey, is there anything else I could help you out with today?

Speaker speaker_3: Do I have to wait, like, two weeks yet?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_3: Before-

Speaker speaker_1: Yes, unfortunately-

Speaker speaker_3: Okay.

Speaker speaker_1: ... pending enrollments take one to two weeks to go through.

Speaker speaker_3: Okay. All right. Thank you so much. That's it.

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

Speaker speaker_3: All right, you too. Bye.

Speaker speaker_1: Thanks. Bye-bye.