

Transcript: Justin

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Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you day? Hi. This is, uh, Curtis McQuain. Um, I, I'm gonna start working at the, this ADM company tomorrow, I haven't actually started yet, but I just was wondering about setting up my insurance. You wanted to know about your insurance? Yeah, like, 'cause, yeah. Uh, I've been... I don't know if I'm supposed to sign up or what's the, how this, I guess how this works. Um, well, let me try pulling your file first. What's the staffing agency you work for? Um... DTC. And the last four of your Social? Um, 8993. And what was your first and last name again? I'm sorry. C- Curtis McQuain. And for security purposes, could you verify your home address, including city, state and zip code, Curtis? 305 Walnut Avenue North Canby, Minnesota 56220. And your date of birth? May 30th, 1990. And a good telephone number have as 507-8282-870? Yep. Yes. And the email I have is curtismcquain69@gmail? Yeah. Okay, so let's see here. So looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled, since we haven't received your initial hire date from DTC just yet. However, did you want to be enrolled in the benefits? Yes. Okay. Um, so I do know that DTC, they offer, let's see, one, two, three, five different medical plans. One of them is the MEC TeleRx, that just covers preventative healthcare services only. It's like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, \$17.21 per week. They have two VIP plans, which both cover hospitals, doctors and medications. The only major difference between the standard and the plus is how much the insurance carrier pays to cover things. But those range from \$19.55 to \$33.54. And then the last two medical plans are the MEC Enhanced, which are combinations of both preventative plus hospital, doctor and medication coverage, ranging from \$35.11 to \$44.99. However, they do offer other things, like dental, disability, term life, which is life insurance, vision, critical illness and group accident. Um, so I want vision and dental insurance, I guess. Okay, so just vision and dental? Vision, dental and medical, but, like, so is there a plan where I can get... So I can get the preventative stuff, but als- like, but then if I, I don't... I kind of want, like I don't... I'm usually pretty, I usually don't go to the doctor very often, but I wanna be, but I want, like, me covered, like the preventative stuff too. I sort of understand. Does that make any sense? Yeah, so you just want- I don't know what- ... preventative services? Um... I want, I guess I do want- Do you- ... some kind of coverage, like if I go, have to go to the doctor for something. Okay, so let's see here. Let's see. So I do know that the MEC Enhanced medical plans are combinations of both preventative plus hospital, doctor and medication coverages. Those range from \$35.11 to \$44.99. Um... so is this, so they just, is that, and that's what gets taken out each paycheck? Correct. Each week, so... Okay. Um... Is there, like, a, like an in-between? Y- you said it ranges. Um, yeah, so that MEC, the combination plan for preventative services plus hospital, doctor and medications ranges from \$35.11 to \$44.99. Those are the two MEC Enhanced

medi- medical plans. They have two VIP plans, which just covers hospitals, doctors and medications, no preventative services, at \$19.55 and then \$33.54. And then they just have preventative services at \$17.21. So what's... What would the lowest one I can get that does both, what's, how much is that? Um, the one that does both that's the lowest was \$35.11 for the MEC Basic- Okay. Or an MEC Enhanced Basic. And what does that cover? Preventative services plus hospitals, doctors and medications. Okay. Um, I guess why don't we do that one, 35? So- Okay. As well as dental and vision for employee only? Yeah. Okay, so anything else or just those three? Um, just how much is the vision and dental? So dental would be \$3.64 while vision's \$2.15. Adding both of those to that MEC Basic, MEC Enhanced Basic, would make your total deductions \$40.90 per week. Okay. Okay, sure. Do you authorize DTC to make that deduction for you? Yes. Okay. 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 \$40.90 come off your paycheck, coverage begins the Monday we receive that deduction from DTC. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Curtis, is there anything else I could assist you with today? Uh, can you just repeat that last part about when it actually comes in and then I'll, or Okay. I stated the pending enrollment process takes one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction of the \$40.90 come off your paycheck, coverage begins the Monday we receive that deduction from DTC- So if I get paid on, like, just say Friday, would it be the, then the following Monday or something? Correct. Okay. Okay. Then I stated seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Curtis, is there anything else I could help you out with today? Uh, no, I just wanted, was wanting to get set up with the insurance, so... Okay. Well, you have a wonderful day, all right? Yeah, you too, man. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Justin. How can I help you day?

Speaker speaker_1: Hi. This is, uh, Curtis McQuain. Um, I, I'm gonna start working at the, this ADM company tomorrow, I haven't actually started yet, but I just was wondering about setting up my insurance.

Speaker speaker_0: You wanted to know about your insurance?

Speaker speaker_1: Yeah, like, 'cause, yeah. Uh, I've been... I don't know if I'm supposed to sign up or what's the, how this, I guess how this works.

Speaker speaker_0: Um, well, let me try pulling your file first. What's the staffing agency you work for?

Speaker speaker_1: Um... DTC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Um, 8993.

Speaker speaker_0: And what was your first and last name again? I'm sorry.

Speaker speaker_1: C- Curtis McQuain.

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

Speaker speaker_1: 305 Walnut Avenue North Canby, Minnesota 56220.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 30th, 1990.

Speaker speaker_0: And a good telephone number have as 507-8282-870?

Speaker speaker_1: Yep. Yes.

Speaker speaker_0: And the email I have is curtismcquain69@gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so let's see here. So looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled, since we haven't received your initial hire date from DTC just yet. However, did you want to be enrolled in the benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I do know that DTC, they offer, let's see, one, two, three, five different medical plans. One of them is the MEC TeleRx, that just covers preventative healthcare services only. It's like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy, \$17.21 per week. They have two VIP plans, which both cover hospitals, doctors and medications. The only major difference between the standard and the plus is how much the insurance carrier pays to cover things. But those range from \$19.55 to \$33.54. And then the last two medical plans are the MEC Enhanced, which are combinations of both preventative plus hospital, doctor and medication coverage, ranging from \$35.11 to \$44.99. However, they do offer other things, like dental, disability, term life, which is life insurance, vision, critical illness and group accident.

Speaker speaker_1: Um, so I want vision and dental insurance, I guess.

Speaker speaker_0: Okay, so just vision and dental?

Speaker speaker_1: Vision, dental and medical, but, like, so is there a plan where I can get... So I can get the preventative stuff, but als- like, but then if I, I don't... I kind of want, like I don't... I'm usually pretty, I usually don't go to the doctor very often, but I wanna be, but I want, like, me covered, like the preventative stuff too.

Speaker speaker_0: I sort of understand.

Speaker speaker_1: Does that make any sense?

Speaker speaker_0: Yeah, so you just want-

Speaker speaker_1: I don't know what-

Speaker speaker_0: ... preventative services?

Speaker speaker_1: Um... I want, I guess I do want-

Speaker speaker_0: Do you-

Speaker speaker_1: ... some kind of coverage, like if I go, have to go to the doctor for something.

Speaker speaker_0: Okay, so let's see here. Let's see. So I do know that the MEC Enhanced medical plans are combinations of both preventative plus hospital, doctor and medication coverages. Those range from \$35.11 to \$44.99.

Speaker speaker_1: Um... so is this, so they just, is that, and that's what gets taken out each paycheck?

Speaker speaker_0: Correct.

Speaker speaker_1: Each week, so... Okay. Um... Is there, like, a, like an in-between? Y- you said it ranges.

Speaker speaker_0: Um, yeah, so that MEC, the combination plan for preventative services plus hospital, doctor and medications ranges from \$35.11 to \$44.99. Those are the two MEC Enhanced medi- medical plans. They have two VIP plans, which just covers hospitals, doctors and medications, no preventative services, at \$19.55 and then \$33.54. And then they just have preventative services at \$17.21.

Speaker speaker_1: So what's... What would the lowest one I can get that does both, what's, how much is that?

Speaker speaker_0: Um, the one that does both that's the lowest was \$35.11 for the MEC Basic-

Speaker speaker_1: Okay.

Speaker speaker_0: Or an MEC Enhanced Basic.

Speaker speaker_1: And what does that cover?

Speaker speaker_0: Preventative services plus hospitals, doctors and medications.

Speaker speaker_1: Okay. Um, I guess why don't we do that one, 35? So-

Speaker speaker_0: Okay. As well as dental and vision for employee only?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so anything else or just those three?

Speaker speaker_1: Um, just how much is the vision and dental?

Speaker speaker_0: So dental would be \$3.64 while vision's \$2.15. Adding both of those to that MEC Basic, MEC Enhanced Basic, would make your total deductions \$40.90 per week.

Speaker speaker_1: Okay. Okay, sure.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. 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 \$40.90 come off your paycheck, coverage begins the Monday we receive that deduction from DTC. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Curtis, is there anything else I could assist you with today?

Speaker speaker_1: Uh, can you just repeat that last part about when it actually comes in and then I'll, or

Speaker speaker_2: Okay.

Speaker speaker_0: I stated the pending enrollment process takes one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction of the \$40.90 come off your paycheck, coverage begins the Monday we receive that deduction from DTC-

Speaker speaker_1: So if I get paid on, like, just say Friday, would it be the, then the following Monday or something?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Then I stated seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Curtis, is there anything else I could help you out with today?

Speaker speaker_1: Uh, no, I just wanted, was wanting to get set up with the insurance, so...

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

Speaker speaker_1: Yeah, you too, man.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.