

Transcript: Justin

Mills-5872552432320512-4654483466829824

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. May I speak with Spencer Banks? This is him. Awesome. This is Justin from Benefits and a Card calling on behalf of Hospitality Staffing Solutions. How are you doing? I'm fine. And you? I'm doing pretty well. Um, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from HSS on November 5th, letting us know you wanted to be enrolled in for their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage, but also chose not to participate, so I'm just reaching out confirming what you wanted to do. Yes, I wanted to, um, you know, continue with UnitedHealthcare. I just ain't... I haven't got around to, um, to submit the information that they were asking for. I just can't find the difference. Okay, so were you wanting employee-only coverage, employee plus spouse coverage, or employee plus child coverage? 'Cause I do see you put down a dependent under the child section, so I was just reaching out confirming that as well. Oh. Oh, yeah, yeah. Um, oh, yeah, for my daughter, but, uh, she has Medicaid. Okay, so you just want employee-only coverage? Correct. Okay, so I'll go ahead and enroll you into just medical, 'cause you elected just medical. Did you want anything else, or just medical? Um, yeah, just medical. Uh, dental. Um, you know... Medical and dental as well? Okay. Correct. So let's see. So both medical plans, the MEC TeleRx, which covers preventative healthcare services, the VIP Standard, which covers hospitals, doctors, and medications, and dental all for employee-only, would make your total deductions \$35.84 a week. Okay? Okay. Okay. Do you authorize, uh, HSS to make that deduction for you? Yes. Okay. Um, so I do wanna let you know, pending enrollments do take one to two weeks to go through. Then whenever you witness that first deduction of the \$35.84 come off your check, coverage begins the Monday we receive it from HSS. Um, seven to 10 business days later, you'll receive your physical ID cards in the mail. Um, but other than that, is there anything else I could assist you with today, Spencer? Yeah. So once I get, um, officially employed with HSS, um, then, then once I start receiving, um, you know, um, once I start working for them and receiving, um, you know, a, a check, then, um, uh, the pin will be taken out, correct? Correct. Yes, sir. Okay, so only if I get employed with them, because like I said, it's not guaranteed. Now I'm just kind of on a waiting list, I guess, for employment, um, you know, seeking, and I... in the hope that I can, I can start working. Okay. Um, so yes, sir. This... We were just, uh, enrollment administrators for HSS. Um- Oh, yes. Yes, sir. It's just we just deal with their health insurance. Okay, okay. Okay. Well, is there anything else I could help you out with today? No, sir. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. May I speak with Spencer Banks?

Speaker speaker_0: This is him.

Speaker speaker_2: Awesome. This is Justin from Benefits and a Card calling on behalf of Hospitality Staffing Solutions. How are you doing?

Speaker speaker_0: I'm fine. And you?

Speaker speaker_2: I'm doing pretty well. Um, just to let you know, this call is being recorded for training and quality assurance purposes. However, we received an enrollment form from HSS on November 5th, letting us know you wanted to be enrolled in for their health insurance. However, when you submitted the enrollment form, you put down you wanted coverage, but also chose not to participate, so I'm just reaching out confirming what you wanted to do.

Speaker speaker_0: Yes, I wanted to, um, you know, continue with UnitedHealthcare. I just ain't... I haven't got around to, um, to submit the information that they were asking for. I just can't find the difference.

Speaker speaker_2: Okay, so were you wanting employee-only coverage, employee plus spouse coverage, or employee plus child coverage? 'Cause I do see you put down a dependent under the child section, so I was just reaching out confirming that as well.

Speaker speaker_0: Oh. Oh, yeah, yeah. Um, oh, yeah, for my daughter, but, uh, she has Medicaid.

Speaker speaker_2: Okay, so you just want employee-only coverage?

Speaker speaker_0: Correct.

Speaker speaker_2: Okay, so I'll go ahead and enroll you into just medical, 'cause you elected just medical. Did you want anything else, or just medical?

Speaker speaker_0: Um, yeah, just medical. Uh, dental. Um, you know...

Speaker speaker_2: Medical and dental as well? Okay.

Speaker speaker_0: Correct.

Speaker speaker_2: So let's see. So both medical plans, the MEC TeleRx, which covers preventative healthcare services, the VIP Standard, which covers hospitals, doctors, and medications, and dental all for employee-only, would make your total deductions \$35.84 a week. Okay?

Speaker speaker_0: Okay.

Speaker speaker_2: Okay. Do you authorize, uh, HSS to make that deduction for you?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. Um, so I do wanna let you know, pending enrollments do take one to two weeks to go through. Then whenever you witness that first deduction of the \$35.84 come off your check, coverage begins the Monday we receive it from HSS. Um, seven to 10 business days later, you'll receive your physical ID cards in the mail. Um, but other than that, is there anything else I could assist you with today, Spencer?

Speaker speaker_0: Yeah. So once I get, um, officially employed with HSS, um, then, then once I start receiving, um, you know, um, once I start working for them and receiving, um, you know, a, a check, then, um, uh, the pin will be taken out, correct?

Speaker speaker_2: Correct. Yes, sir.

Speaker speaker_0: Okay, so only if I get employed with them, because like I said, it's not guaranteed. Now I'm just kind of on a waiting list, I guess, for employment, um, you know, seeking, and I... in the hope that I can, I can start working.

Speaker speaker_2: Okay. Um, so yes, sir. This... We were just, uh, enrollment administrators for HSS. Um-

Speaker speaker_0: Oh, yes.

Speaker speaker_2: Yes, sir. It's just we just deal with their health insurance.

Speaker speaker_0: Okay, okay.

Speaker speaker_2: Okay. Well, is there anything else I could help you out with today?

Speaker speaker_0: No, sir.

Speaker speaker_2: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_0: You too.

Speaker speaker_2: All right, bye-bye.