

## **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, I'm just trying to see if... Um, see if I had insurance, uh, dental insurance through my job. They told me to call this number. What's the staffing agency you work for? Uh, Surge Staffing. Last four of your social? 1331. And what was your first and last name? Erickson Marble. And for security purposes, can you verify your home address, including city, state and zip code? 181 North 4th Street, West Point, Mississippi 39773. And your date of birth? 12/11/1996. And a good telephone number have a 662-275-6802. Yes, sir. And the email has marvelerrickson@yahoo.com. Yes, sir. Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled. Yeah, I'd like to enroll in dental. Okay. Just... Okay, so just dental? Yeah. So what all do y'all have? So they offer three different medical plans. One of them covers preventative services at \$16.80. Two medical plans that cover hospitals, doctors and medications ranging from \$17.63 to \$19.53. They do offer free RX, which gives out free or discounted prescription coverage. Dental, of course, short term disability, term life, which is life insurance, vision, group accident and behavioral health. Let me do vision. Okay, vision, dental. Anything else? Uh, how long would it take to go to effect? So if we process the enrollment today, pending enrollments take one to two weeks to go through. And how much is, uh, dental and vision a week? So doing dental and vision for employee only would be \$6.32 per week. For both of them? Correct. Okay. Yeah, I'll do that. Okay. Do you authorize Search Staffing to make that deduction for you? Yes. Okay. So like I said, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness that first deduction of the \$6.32 come off your paycheck, coverage begins the Monday we receive that deduction from Search Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Erickson, is there anything else I can assist you with today? Um, that's it. Awesome. Well, thank you for calling Benefits and Occur. I hope you have a wonderful day. All right? All right. Thanks. All right. Good luck.

### **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, I'm just trying to see if... Um, see if I had insurance, uh, dental insurance through my job. They told me to call this number.

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: Last four of your social?

Speaker speaker\_1: 1331.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Erickson Marble.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: 181 North 4th Street, West Point, Mississippi 39773.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 12/11/1996.

Speaker speaker\_0: And a good telephone number have a 662-275-6802.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email has marvelerrickson@yahoo.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're not currently enrolled in anything. However, you're eligible to be enrolled.

Speaker speaker\_1: Yeah, I'd like to enroll in dental.

Speaker speaker\_0: Okay. Just... Okay, so just dental?

Speaker speaker\_1: Yeah. So what all do y'all have?

Speaker speaker\_0: So they offer three different medical plans. One of them covers preventative services at \$16.80. Two medical plans that cover hospitals, doctors and medications ranging from \$17.63 to \$19.53. They do offer free RX, which gives out free or discounted prescription coverage. Dental, of course, short term disability, term life, which is life insurance, vision, group accident and behavioral health.

Speaker speaker\_1: Let me do vision.

Speaker speaker\_0: Okay, vision, dental. Anything else?

Speaker speaker\_1: Uh, how long would it take to go to effect?

Speaker speaker\_0: So if we process the enrollment today, pending enrollments take one to two weeks to go through.

Speaker speaker\_1: And how much is, uh, dental and vision a week?

Speaker speaker\_0: So doing dental and vision for employee only would be \$6.32 per week.

Speaker speaker\_1: For both of them?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Yeah, I'll do that.

Speaker speaker\_0: Okay. Do you authorize Search Staffing to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So like I said, how this pending enrollment process works, it will take one to two weeks to go through. Then whenever you witness that first deduction of the \$6.32 come off your paycheck, coverage begins the Monday we receive that deduction from Search Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Erickson, is there anything else I can assist you with today?

Speaker speaker\_1: Um, that's it.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and Occur. I hope you have a wonderful day. All right?

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: All right. Good luck.