

## **Transcript: Justin**

**Mills-6120132262019072-6041591470145536**

### **Full Transcript**

Thank you for calling Benefits and Recurd. This is Justin. How can I help you today? Yes, I need to take care of my benefits enroll. Okay. What's the staffing agency you work for? Yeah, it's HG Staffing. And the last four of your Social? 8820. And what were your first and last name? Kellan Moag, K-E-L-L-A-N M-O-A-G. Okay. And for security purposes, can you verify your home address, including city, state and zip code? It's 108 Robin Drive, Glasgow, Kentucky 42141. And your date of birth? 09/25/2002. And a good telephone number has 270-646-8212. That'll work. And the email I have is kellanmoag@gmail? Yes, sir. Okay. And what did you want to be enrolled into? Okay. I'm his mom... I'm his mom sitting here with him that's looked at it. Can I just tell you... I have a couple of questions. Yeah, of course. Um, the Stay Healthy MEC Telerox, is that the one? Yes. Yeah. Is that one that he needs to enroll in also with the, uh, the plan? Um, so it's totally up to him, or whatever he wants, or whatever he needs. Um, I do know that the MEC TeleRx just covers preventative healthcare services only. So, like his physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make him stay healthy. While the VIP plans, those actually cover his hospital visits, doctor visits and medication coverage. Now, the only major difference between the Standard Classic and the Plus is just how much the insurance carrier just pays to cover things. Okay. Correct. Okay. Then he wants to enroll in the VIP Classic. Okay. He also wants the dental employee only. Okay. And he wants the employee only on the weekly... or on the VIP Classic only. He's also- So, we have the Classic and dental. Anything else? And the vision. Okay. Okay. And I think that was... Now, on this one, it had the, uh... Okay. That was the only thing in this book. Okay. And that is it. Okay. So, just to confirm, we have the VIP Classic, dental and vision, all for employee only, correct? Yes. Okay. So, doing those three would make his total deductions \$23.87 per week. Does he authorize HG Staffing to make that deduction for him? Tell him. Yes. Okay. So, I'm going to go ahead and save that. Yeah. Now, I do want to let you know how this pending enrollment process works. It will take one to two weeks for the pending enrollment to go through. And then whenever you witness your first payroll deduction of the \$23.87 from off your paycheck, coverage begins the Monday we receive that deduction from HG Staffing. Seven to ten business days later, he'll receive all of his policy and ID card information in the mail. But other than that, is there anything else that I could assist y'all with today? No. So, so when it comes out of his paycheck, he's enrolled? Correct. Okay. All right. All right. Thank you very much. You're welcome. Y'all have a great day, okay? You too. Bye-bye. All right. Well, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Recurd. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, I need to take care of my benefits enroll.

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

Speaker speaker\_2: Yeah, it's HG Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_2: 8820.

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

Speaker speaker\_2: Kellan Moag, K-E-L-L-A-N M-O-A-G.

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

Speaker speaker\_2: It's 108 Robin Drive, Glasgow, Kentucky 42141.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: 09/25/2002.

Speaker speaker\_0: And a good telephone number has 270-646-8212.

Speaker speaker\_2: That'll work.

Speaker speaker\_0: And the email I have is kellanmoag@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Okay. And what did you want to be enrolled into?

Speaker speaker\_1: Okay. I'm his mom... I'm his mom sitting here with him that's looked at it. Can I just tell you... I have a couple of questions.

Speaker speaker\_0: Yeah, of course.

Speaker speaker\_1: Um, the Stay Healthy MEC Telerox, is that the one? Yes.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Is that one that he needs to enroll in also with the, uh, the plan?

Speaker speaker\_0: Um, so it's totally up to him, or whatever he wants, or whatever he needs. Um, I do know that the MEC TeleRx just covers preventative healthcare services only. So, like his physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make him stay healthy. While the VIP plans, those actually cover his hospital visits, doctor visits and medication coverage. Now, the only major difference between the Standard Classic and the Plus is just how much the insurance carrier just pays to cover things.

Speaker speaker\_1: Okay. Correct. Okay. Then he wants to enroll in the VIP Classic.

Speaker speaker\_0: Okay.

Speaker speaker\_1: He also wants the dental employee only.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And he wants the employee only on the weekly... or on the VIP Classic only. He's also-

Speaker speaker\_0: So, we have the Classic and dental. Anything else?

Speaker speaker\_1: And the vision.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. And I think that was... Now, on this one, it had the, uh... Okay. That was the only thing in this book. Okay. And that is it.

Speaker speaker\_0: Okay. So, just to confirm, we have the VIP Classic, dental and vision, all for employee only, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, doing those three would make his total deductions \$23.87 per week. Does he authorize HG Staffing to make that deduction for him?

Speaker speaker\_1: Tell him.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. So, I'm going to go ahead and save that.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Now, I do want to let you know how this pending enrollment process works. It will take one to two weeks for the pending enrollment to go through. And then whenever you witness your first payroll deduction of the \$23.87 from off your paycheck, coverage begins the Monday we receive that deduction from HG Staffing. Seven to ten business days later, he'll receive all of his policy and ID card information in the mail. But other than that, is there anything else that I could assist y'all with today?

Speaker speaker\_1: No. So, so when it comes out of his paycheck, he's enrolled?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. All right. All right. Thank you very much.

Speaker speaker\_0: You're welcome. Y'all have a great day, okay?

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: All right. Well, bye-bye.