

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Um, yes, I'm calling about the benefits. Um, I work with TRC, and I was calling to see if, if I have, um, down the right benefits that I wanted. Uh, yeah. Because I wasn't clear what I picked. Yeah, let me check on that. Um, so TRC Staffing, what's the last four of your social? 6792. And what was your first and last name? Patricia Smith. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Patricia? 1520 Sunbow Falls Lane, Apartment 103, Raleigh 27609. And confirm your date of birth for me. 02/03/62. And a good telephone number I have is 919-264-2863? Yeah. And the email I have is denise2877@icloud.com? Yeah. Okay, let's see here. So looking at the file, or looking at the form you submitted back on May 10th, it looks like you didn't elect any coverage. However, we can- That's my fault. ... gonna get this... Yeah, we can go ahead and get this process started for you. Um, you s- you said you had a couple questions regarding it? Um, with the dental, um, what is that for a max per year, uh, for the dental, what they have that, and they can pay? Um, yeah, let me check on that. So the annual maximum for dental, let's see, is \$500. Okay. Is there a waiting period for crowns or, um, root canals? Uh, let's see. So there's no waiting periods. Um, I do know that preventative services would be covered at 100%, which include like basic cleanings, checkups, X-rays, stuff like that. However, they also cover basic restorative and basic fillings, such as, um, simple extractions. Um, nothing surgical, so a root canal wouldn't be covered under that medical or dental plan. A root canal or a crown is not covered under that? A root canal, 'cause that's considered surgical. Okay. Um, that's really weird. So a root canal is not covered at all in this policy? Correct, 'cause it only covers preventative services like basic cleanings, checkups, X-rays once per six months, and then basic restorative such as fillings and extractions. No surgical extraction. And crowns. Correct. Or that- that's what the annual maximum could be used for, yes. Okay. Um, and how much is that a week for just me? Uh, so for employee only, dental would be \$3.51 per week. Okay, so, um, onto the medical is, um, which plans do you have and what's, what are the prices... for just me? Hello? Can you hear me? Yeah, now I can hear you. Okay. Um, what did you hear last? I'm sorry. I didn't hear anything until you just said, "Can you hear me?" Sorry about that. Um, so I do know that TRC Staffing offers four different medical plans. One of them is the Stay Healthy MEC TeleRX. Now, that just covers preventative services only. So like your physicals, diabetes screenings, vaccinations, stuff like that. It's \$7.95 per week. They have two VIP plans, which both cover hospitals, doctors and medications, ranging from \$17.73 to \$31.71. And then the last medical plan is a combination of both preventative plus hospital, doctor and medication coverage at \$36.23 per week. Okay. So... Okay, you said the one for 17, does that include hospital? 'Cause I, I don't remember. Yes. So the VIP plan's the \$17 plan, covers hospitals, doctors and medications. Yes, ma'am. Okay. Can I get that one then?

Yeah, I can put you down for that one as well as dental. Yeah, and that's all I was going to get. Okay. And quick question, um, did you recently just start with TRC Staffing? Yes. Okay. 'Cause the only reason why I ask that is because I'm not seeing a more recent hire date on your file. So just to cover my tracks, I have to email my back office, have them do an eligibility review on you. And once I do receive word back from my back office, I can give you a call back letting you know I've processed your enrollment for you. Okay. Okay. But is that, uh- Now I think it's- ... 264-2863 a good callback number for you? Yeah. Um, now with the dental or the medical, I mean, can, can that be canceled at any time, or is that, like, set in stone for the time I'm there? Um, so you can cancel anytime. Um, I do know that cancellations do take one to two weeks to fully go through, so there is that. Okay. All right then. Yeah, that's a good number for me. Okay. So like I said, I'll reach out to my back office, have them do that eligibility review for you, and then once I do receive word back, I'll give you a call back letting you know I've processed your enrollment for you, okay? All right then. Thank you so much. You're welcome, Patricia. You have a great day, okay? All right. You too. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Um, yes, I'm calling about the benefits. Um, I work with TRC, and I was calling to see if, if I have, um, down the right benefits that I wanted.

Speaker speaker_0: Uh, yeah.

Speaker speaker_1: Because I wasn't clear what I picked.

Speaker speaker_0: Yeah, let me check on that. Um, so TRC Staffing, what's the last four of your social?

Speaker speaker_1: 6792.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Patricia Smith.

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

Speaker speaker_1: 1520 Sunbow Falls Lane, Apartment 103, Raleigh 27609.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 02/03/62.

Speaker speaker_0: And a good telephone number I have is 919-264-2863?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is denise2877@icloud.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, let's see here. So looking at the file, or looking at the form you submitted back on May 10th, it looks like you didn't elect any coverage. However, we can-

Speaker speaker_1: That's my fault.

Speaker speaker_0: ... gonna get this... Yeah, we can go ahead and get this process started for you. Um, you s- you said you had a couple questions regarding it?

Speaker speaker_1: Um, with the dental, um, what is that for a max per year, uh, for the dental, what they have that, and they can pay?

Speaker speaker_0: Um, yeah, let me check on that. So the annual maximum for dental, let's see, is \$500.

Speaker speaker_1: Okay. Is there a waiting period for crowns or, um, root canals?

Speaker speaker_0: Uh, let's see. So there's no waiting periods. Um, I do know that preventative services would be covered at 100%, which include like basic cleanings, checkups, X-rays, stuff like that. However, they also cover basic restorative and basic fillings, such as, um, simple extractions. Um, nothing surgical, so a root canal wouldn't be covered under that medical or dental plan.

Speaker speaker_1: A root canal or a crown is not covered under that?

Speaker speaker_0: A root canal, 'cause that's considered surgical.

Speaker speaker_1: Okay. Um, that's really weird. So a root canal is not covered at all in this policy?

Speaker speaker_0: Correct, 'cause it only covers preventative services like basic cleanings, checkups, X-rays once per six months, and then basic restorative such as fillings and extractions. No surgical extraction.

Speaker speaker_1: And crowns.

Speaker speaker_0: Correct. Or that- that's what the annual maximum could be used for, yes.

Speaker speaker_1: Okay. Um, and how much is that a week for just me?

Speaker speaker_0: Uh, so for employee only, dental would be \$3.51 per week.

Speaker speaker_1: Okay, so, um, onto the medical is, um, which plans do you have and what's, what are the prices... for just me? Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yeah, now I can hear you.

Speaker speaker_0: Okay. Um, what did you hear last? I'm sorry.

Speaker speaker_1: I didn't hear anything until you just said, "Can you hear me?"

Speaker speaker_0: Sorry about that. Um, so I do know that TRC Staffing offers four different medical plans. One of them is the Stay Healthy MEC TeleRX. Now, that just covers preventative services only. So like your physicals, diabetes screenings, vaccinations, stuff like that. It's \$7.95 per week. They have two VIP plans, which both cover hospitals, doctors and medications, ranging from \$17.73 to \$31.71. And then the last medical plan is a combination of both preventative plus hospital, doctor and medication coverage at \$36.23 per week.

Speaker speaker_1: Okay. So... Okay, you said the one for 17, does that include hospital? 'Cause I, I don't remember.

Speaker speaker_0: Yes. So the VIP plan's the \$17 plan, covers hospitals, doctors and medications. Yes, ma'am.

Speaker speaker_1: Okay. Can I get that one then?

Speaker speaker_0: Yeah, I can put you down for that one as well as dental.

Speaker speaker_1: Yeah, and that's all I was going to get.

Speaker speaker_0: Okay. And quick question, um, did you recently just start with TRC Staffing?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. 'Cause the only reason why I ask that is because I'm not seeing a more recent hire date on your file. So just to cover my tracks, I have to email my back office, have them do an eligibility review on you. And once I do receive word back from my back office, I can give you a call back letting you know I've processed your enrollment for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But is that, uh-

Speaker speaker_1: Now I think it's-

Speaker speaker_0: ... 264-2863 a good callback number for you?

Speaker speaker_1: Yeah. Um, now with the dental or the medical, I mean, can, can that be canceled at any time, or is that, like, set in stone for the time I'm there?

Speaker speaker_0: Um, so you can cancel anytime. Um, I do know that cancellations do take one to two weeks to fully go through, so there is that.

Speaker speaker_1: Okay. All right then. Yeah, that's a good number for me.

Speaker speaker_0: Okay. So like I said, I'll reach out to my back office, have them do that eligibility review for you, and then once I do receive word back, I'll give you a call back letting you know I've processed your enrollment for you, okay?

Speaker speaker_1: All right then. Thank you so much.

Speaker speaker_0: You're welcome, Patricia. You have a great day, okay?

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.