

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. This is Roger Beard. I work for, uh, Terra Staffing. Okay. How can I help you today? They, um, uh, they said once I got my first check, I'd be eligible for insurance. Okay. Uh, so Terra Staffing, what's the last four of your Social, so I can pull your file for you? Uh, 2974. And what was your last name, Roger? Beard. B-E-A-I-R-D. Okay. And for security purposes, can you verify the home address, including city, state, and ZIP code? It's 535, uh, Seahawk Street, Southeast in Lacey, Washington, 98503. And confirm your date of birth? 12/30/67. And a good telephone number have as 903-638-1386? Yes, sir. And the email have as rogerbeard5 at gmail? Mm-hmm. Yes, sir. Okay. Now, did you receive a benefit guide through Terra Staffing by any chance? No, I haven't r- I haven't received anything. She just sent me a text that I'd be qualified after the- my first paycheck. I totally understand. Um, so I'll go ahead and email you a copy of a benefit guide, just so you have something to look at. Okay. Um, and then give you a brief rundown of what's offered. So just bear with me one second, okay? Okay. Okay. Okay, so that email that you should be looking out for- for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. Okay. So let's see here. So with Terra Staffing, I do know that they offer three medical plans. Um, one of the medical plans is the Stay Healthy MAC TeleRx. Okay. Now, that just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Mm-hmm. That's \$17.96 a week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications. Okay. The only major difference between the Standard and the Plus is how much the insurance carrier will pay out for things. Uh- Yes, sir. ... say, for example, uh, you have to stay in the hospital or have hospital admission, under the VIP Standard, the insurance carrier will pay \$500 a day, while under the Plus they pay out \$1,000 a day. So like I said- That's- ... that's pretty much the only major difference. Um, but those range from \$21 a week to \$34.95 a week for employee only. Uh, well, want the- I want the- the, uh, the highest plan they got. Okay, so the VIP Plus? Yes, sir. Okay. Because I have- I have all these years. I totally understand. Let's see here. Um, so just medical, I do know that, uh, Terra Staffing does offer other things like Free Rx, which gives out free or discounted prescription coverage, um, dental, short-term disability, term life, which is life insurance- Yeah, I want- Yeah, I want the, uh, the short-term, long-term disability and medical and- and dental, all- all that. Okay. Do you want vision as well, or just dental? And- yeah, and vision, too. Okay. So if you put down- And how- how much would it be a week? Um, so the VIP Plus, dental, short-term disability, and vision, uh, would be \$44.66 a week. Well, uh... Now, what if I- what if I took the vision? I don't guess I need vision. Okay, so doing- removing vision would be \$42.52 per week for the dental, uh, short-term disability, and

the VIP Plus. And that- that- that covers the hospital and everything? Correct. Yes, sir. That's that. I'll- I'll do that one. Okay, so doing those three for employee only would make your total deductions \$42.52 a week. Do you authorize Terra Staffing to make that deduction for you? Yes, sir. Okay. Um- Thank you. ... I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$42.52 come off your paycheck, coverage begins the Monday we receive that deduction from Terra Staffing. Okay. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, it does tell me you're missing a beneficiary for your short-term disability. Who do you want- want to put down for that? Yeah, my- my wife. Okay. And her first name? S- Uh, uh, Sandy. Louise Beard. Sandy? Mm-hmm. Okay. All right. Okay. But other than that, Roger, is there anything else I could help you out with today? No, uh, I'll get... When will- when will I get the card, my insurance cards? So physical ID cards would be received at the home address within seven to 10 business days after you become active. Okay. All right. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? You too, bud. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. This is Roger Beard. I work for, uh, Terra Staffing.

Speaker speaker_1: Okay. How can I help you today?

Speaker speaker_2: They, um, uh, they said once I got my first check, I'd be eligible for insurance.

Speaker speaker_1: Okay. Uh, so Terra Staffing, what's the last four of your Social, so I can pull your file for you?

Speaker speaker_2: Uh, 2974.

Speaker speaker_1: And what was your last name, Roger?

Speaker speaker_2: Beard. B-E-A-I-R-D.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state, and ZIP code?

Speaker speaker_2: It's 535, uh, Seahawk Street, Southeast in Lacey, Washington, 98503.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/30/67.

Speaker speaker_1: And a good telephone number have as 903-638-1386?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email have as rogerbeard5 at gmail?

Speaker speaker_2: Mm-hmm. Yes, sir.

Speaker speaker_1: Okay. Now, did you receive a benefit guide through Terra Staffing by any chance?

Speaker speaker_2: No, I haven't r- I haven't received anything. She just sent me a text that I'd be qualified after the- my first paycheck.

Speaker speaker_1: I totally understand. Um, so I'll go ahead and email you a copy of a benefit guide, just so you have something to look at.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then give you a brief rundown of what's offered. So just bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Okay, so that email that you should be looking out for- for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So let's see here. So with Terra Staffing, I do know that they offer three medical plans. Um, one of the medical plans is the Stay Healthy MAC TeleRx.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, that just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That's \$17.96 a week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications.

Speaker speaker_2: Okay.

Speaker speaker_1: The only major difference between the Standard and the Plus is how much the insurance carrier will pay out for things. Uh-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... say, for example, uh, you have to stay in the hospital or have hospital admission, under the VIP Standard, the insurance carrier will pay \$500 a day, while under the Plus they pay out \$1,000 a day. So like I said-

Speaker speaker_2: That's-

Speaker speaker_1: ... that's pretty much the only major difference. Um, but those range from \$21 a week to \$34.95 a week for employee only.

Speaker speaker_2: Uh, well, want the- I want the- the, uh, the highest plan they got.

Speaker speaker_1: Okay, so the VIP Plus?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: Because I have- I have all these years.

Speaker speaker_1: I totally understand. Let's see here. Um, so just medical, I do know that, uh, Terra Staffing does offer other things like Free Rx, which gives out free or discounted prescription coverage, um, dental, short-term disability, term life, which is life insurance-

Speaker speaker_2: Yeah, I want- Yeah, I want the, uh, the short-term, long-term disability and medical and- and dental, all- all that.

Speaker speaker_1: Okay. Do you want vision as well, or just dental?

Speaker speaker_2: And- yeah, and vision, too.

Speaker speaker_1: Okay. So if you put down-

Speaker speaker_2: And how- how much would it be a week?

Speaker speaker_1: Um, so the VIP Plus, dental, short-term disability, and vision, uh, would be \$44.66 a week.

Speaker speaker_2: Well, uh... Now, what if I- what if I took the vision? I don't guess I need vision.

Speaker speaker_1: Okay, so doing- removing vision would be \$42.52 per week for the dental, uh, short-term disability, and the VIP Plus.

Speaker speaker_2: And that- that- that covers the hospital and everything?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: That's that. I'll- I'll do that one.

Speaker speaker_1: Okay, so doing those three for employee only would make your total deductions \$42.52 a week. Do you authorize Terra Staffing to make that deduction for you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Thank you.

Speaker speaker_1: ... I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$42.52

come off your paycheck, coverage begins the Monday we receive that deduction from Terra Staffing.

Speaker speaker_2: Okay.

Speaker speaker_1: Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, it does tell me you're missing a beneficiary for your short-term disability. Who do you want- want to put down for that?

Speaker speaker_2: Yeah, my- my wife.

Speaker speaker_1: Okay. And her first name?

Speaker speaker_2: S- Uh, uh, Sandy. Louise Beard.

Speaker speaker_1: Sandy? Mm-hmm. Okay. All right. Okay. But other than that, Roger, is there anything else I could help you out with today?

Speaker speaker_2: No, uh, I'll get... When will- when will I get the card, my insurance cards?

Speaker speaker_1: So physical ID cards would be received at the home address within seven to 10 business days after you become active.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: You too, bud.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.