

## Transcript: Justin

**Mills-6735210314416128-4967747184705536**

### 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? Hi. Um, I'm calling for James Cherry. Um, he would like to enroll for benefits. Um, is James Cherry nearby so I can speak with him? Yes. Hello? Hey. What's the staffing agency you work for? HSS. HSS. And the last four of your Social? One second, please. Eight, nine- Nine, eight. ... nine, eight, three, one. And for security purposes, can you verify the home address, including city, state and zip code, James? 230 Franklin Street, Norwich, Connecticut 0660, Apartment Two. And his date of birth? February 6th, 199- And a good telephone number I have for him is 402-5375. 860- Yes. And the email I have for him is jc458050@gmail. I'm sorry, can you say that again? His email that I have is jc458050@gmail? Yes. Yes. Yeah. Okay. Um, now, did James want to be enrolled in the benefits? Is that correct? Yes. Okay. What did he want to be enrolled into? I'm sorry. Can you say that again? Uh, what did he want to be enrolled into? Like, did he have an idea of what he wanted, or no? Um, medical. I don't know what was- Medical, dental. . Yeah, medical and dental. Okay. So just medical and dental for himself? Yes, for himself. Okay. So doing medical or the VIP standard, which covers hospitals, doctors, and medications, and dental all for employee only, would make his total deductions \$20.19 a week. Does he authorize HSS to make the deduction for him? Yes. Yes. Okay. So save that. So I do want to let you know that pending enrollments, this pending enrollment will take one to two weeks to go through. Then whenever you- Okay. When James witnesses his first payroll deduction of the \$20.19 come off his paycheck, coverage begins the Monday. We receive that deduction from HSS. Okay. Is that a copay or a full pay? Um, yes. So I do know that with, uh, for regular doctor's visits, uh, it's- Yeah. ... more like \$25. However, specialists like ears, nose and throat doctors, for example, are \$50. Okay. So a copay *f*1. And then the other one *f*1. And then I do want to also let James know that the ID card process does take seven to ten business days as well, so once he does become active, physical ID cards would be received within seven to ten business days, okay? Okay. So *f*1. Um, that doesn't add up to anything I'll be with today. No, that's all. Thank you. You're welcome. Y'all have a great day, okay? Thank you. You too, as well. Bye. All right. Bye-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: Hi. Um, I'm calling for James Cherry. Um, he would like to enroll for benefits.

Speaker speaker\_1: Um, is James Cherry nearby so I can speak with him?

Speaker speaker\_2: Yes.

Speaker speaker\_3: Hello?

Speaker speaker\_1: Hey. What's the staffing agency you work for?

Speaker speaker\_2: HSS.

Speaker speaker\_3: HSS.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: One second, please.

Speaker speaker\_3: Eight, nine-

Speaker speaker\_2: Nine, eight.

Speaker speaker\_3: ... nine, eight, three, one.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, James?

Speaker speaker\_2: 230 Franklin Street, Norwich, Connecticut 0660, Apartment Two.

Speaker speaker\_1: And his date of birth?

Speaker speaker\_2: February 6th, 199-

Speaker speaker\_1: And a good telephone number I have for him is 402-5375.

Speaker speaker\_3: 860-

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have for him is jc458050@gmail.

Speaker speaker\_2: I'm sorry, can you say that again?

Speaker speaker\_1: His email that I have is jc458050@gmail?

Speaker speaker\_3: Yes. Yes.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, now, did James want to be enrolled in the benefits? Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What did he want to be enrolled into?

Speaker speaker\_2: I'm sorry. Can you say that again?

Speaker speaker\_1: Uh, what did he want to be enrolled into? Like, did he have an idea of what he wanted, or no?

Speaker speaker\_2: Um, medical.

Speaker speaker\_1: I don't know what was-

Speaker speaker\_2: Medical, dental. . Yeah, medical and dental.

Speaker speaker\_1: Okay. So just medical and dental for himself?

Speaker speaker\_2: Yes, for himself.

Speaker speaker\_1: Okay. So doing medical or the VIP standard, which covers hospitals, doctors, and medications, and dental all for employee only, would make his total deductions \$20.19 a week. Does he authorize HSS to make the deduction for him?

Speaker speaker\_2: Yes. Yes.

Speaker speaker\_1: Okay. So save that. So I do want to let you know that pending enrollments, this pending enrollment will take one to two weeks to go through. Then whenever you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: When James witnesses his first payroll deduction of the \$20.19 come off his paycheck, coverage begins the Monday. We receive that deduction from HSS.

Speaker speaker\_2: Okay. Is that a copay or a full pay?

Speaker speaker\_1: Um, yes. So I do know that with, uh, for regular doctor's visits, uh, it's-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... more like \$25. However, specialists like ears, nose and throat doctors, for example, are \$50.

Speaker speaker\_2: Okay. So a copay *f*1. And then the other one *f*1.

Speaker speaker\_1: And then I do want to also let James know that the ID card process does take seven to ten business days as well, so once he does become active, physical ID cards would be received within seven to ten business days, okay?

Speaker speaker\_2: Okay. So *f*1.

Speaker speaker\_1: Um, that doesn't add up to anything I'll be with today.

Speaker speaker\_2: No, that's all. Thank you.

Speaker speaker\_1: You're welcome. Y'all have a great day, okay?

Speaker speaker\_2: Thank you. You too, as well. Bye.

Speaker speaker\_1: All right. Bye-bye. Bye-bye.