

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, hey, I want to, uh, enroll, enroll in, uh, the insurance. Who do you work for, sir? I work with, uh, Partners Personnel. Okay. May I have the last four digits of your Social? They are 2085. And your first and last name? Darryl Levitt. Mr. Levitt, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 20-2605 Trotters Walk Trail, Merivale, Georgia. NFO. And what's the second part? Your date of birth. Oh, 10/13/81. Thank you. Mm-hmm. We have a telephone number of 54043439268. Right. And your email is your first name, last name at Yahoo? Right. All right. And what plan would you like to enroll to, sir? Uh, I want to do the dental, the, uh... Yeah, vision too, right? Mm-hmm. Yeah, I want to do vision and then, uh... What, and what's your medical, um, what's your, um, plan for your medical, just, just for me? Okay. So they do offer different medical plans. Uh, were you be a-... Were you able to see the benefit guide? 'Cause they have five, six different medical plans. Oh, okay. And- Okay, well, I had spoke with a lady, uh, like a couple of days ago. Mm-hmm. And she was saying some... It was one, uh, one around like \$40. Okay. So that probably was the, um, the Stay Healthy Enhanced. She said, uh... Do you recall if she said that you have no copay with it? Uh, yeah. Yeah, I remember that. Yeah, that's, that's the one. Um, we have a \$10 copay for your doctor's visit. And... So if we do the Stay Healthy Enhanced, the vision and dental, um, you will be paying \$49.43. Oh, okay. That's, um, a week, right? Yes, sir. Now, um, I have to let you know that Partner Personnels is under Section 125, which is an IRS regulation. What it means is that your premium will be pre-taxed, and you have to... You are required to stay enrolled while you em- employed by Partner Personnel. Or if you need to cancel, you have to wait for company open enrollment or a qualified life event. All right? And the ID card will be arriving within seven to 10 days after the benefits are active. The benefits usually take about two to three weeks to start. Oh, okay. All right. Anything else I can do for you, sir? Uh, no, that'll be it. All right. Thank you for giving us a call. Have a great rest of the day, sir. All right. You do the same. All right, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, hey, I want to, uh, enroll, enroll in, uh, the insurance.

Speaker speaker_0: Who do you work for, sir?

Speaker speaker_1: I work with, uh, Partners Personnel.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: They are 2085.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Darryl Levitt.

Speaker speaker_0: Mr. Levitt, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 20- 2605 Trotters Walk Trail, Merivale, Georgia. NFO. And what's the second part?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, 10/13/81.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have a telephone number of 54043439268.

Speaker speaker_1: Right.

Speaker speaker_0: And your email is your first name, last name at Yahoo?

Speaker speaker_1: Right.

Speaker speaker_0: All right. And what plan would you like to enroll to, sir?

Speaker speaker_1: Uh, I want to do the dental, the, uh... Yeah, vision too, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, I want to do vision and then, uh... What, and what's your medical, um, what's your, um, plan for your medical, just, just for me?

Speaker speaker_0: Okay. So they do offer different medical plans. Uh, were you be a... Were you able to see the benefit guide? 'Cause they have five, six different medical plans.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And-

Speaker speaker_1: Okay, well, I had spoke with a lady, uh, like a couple of days ago.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And she was saying some... It was one, uh, one around like \$40.

Speaker speaker_0: Okay. So that probably was the, um, the Stay Healthy Enhanced. She said, uh... Do you recall if she said that you have no copay with it?

Speaker speaker_1: Uh, yeah. Yeah, I remember that.

Speaker speaker_0: Yeah, that's, that's the one. Um, we have a \$10 copay for your doctor's visit. And... So if we do the Stay Healthy Enhanced, the vision and dental, um, you will be paying \$49.43.

Speaker speaker_1: Oh, okay. That's, um, a week, right?

Speaker speaker_0: Yes, sir. Now, um, I have to let you know that Partner Personnels is under Section 125, which is an IRS regulation. What it means is that your premium will be pre-taxed, and you have to... You are required to stay enrolled while you em- employed by Partner Personnel. Or if you need to cancel, you have to wait for company open enrollment or a qualified life event. All right? And the ID card will be arriving within seven to 10 days after the benefits are active. The benefits usually take about two to three weeks to start.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: Uh, no, that'll be it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: All right. You do the same. All right, bye.