

## **Transcript: Pamela**

**Blanc-6552004127539200-6622852096114688**

### **Full Transcript**

Thank you for calling Benefits 10-10. This is Summer speaking, how may I help you? Yeah, I'm calling about the vote for Roman. Yes, how may I help you? Yeah, so how, uh, how long do I have to work for, for SSI before that kicks in? Um, you g- uh, if you currently working, um, usually when you're enrolled it takes about two to three weeks. Okay, so I've only been working for the company for, uh... So this is strictly for SSI, uh, employees, right? Yes, you have to be- There it's an SST, SST, Superior Skilled Trades. Yes, sir. Okay. And so I'm calling to enroll in, uh, medical insurance, right? Yes, sir. Okay, so do you have medical and dental or just medical? They do offer dental as well. They offer dental, okay. What... Uh, do I just look all this up on the s- website or how does it work? You could do it online and you c- um, and you co-enroll with us as well over the phone. Okay, uh, how... What is the cost of it? First, just a single, uh, just a single person? Let me pull up the benefit guide, so that way I'll be able to assist you better. That's okay. Give me one more second. The dental for employee only is \$5.40. For what now? So if - Can you repeat that? The dental plan. Uh-huh. It costs \$5.40 per paycheck. Okay, and what company is that? It's called APL. ATL? These are not like... Yes, these are not like the major, um, insurance. No, okay. What does that mean? So if you're... Um, these insurance they w- um, they already have a set amount that they gonna pay. Anything above that amount will be your responsibility. Um- Oh, okay. For example, for the dental, um, they will cover your preventive care like basic cleaning, checkup, X-ray. The basic- Mm-hmm. ... dental will cover 80% after you pay the \$50 deductible. The max that they cover per year is \$750. Okay. Okay, what about the medical? Medical they have, uh, three different, uh, medical plans called the VIP Classic, VIP Pro and the Stay Healthy. Difference- Okay. ... between the VIP Classic and Pro is the amount you will be paying per paycheck and the amount that the insurance gonna cover. Um- Okay. And the Stay Healthy is just a preventive care plan. Okay. Um, that plan, you are responsible to pay for your doctor's visit and the insurance gonna cover, um, the, the procedures as long as they are preventive, and you have to use a participating provider. Oh, okay. And what's the cost of that? For the Stay Healthy it's \$15.91. The VIP Classic is \$22.76 and the VIP Pro is \$39.18. Okay, and that's per paycheck? Yes, sir. Okie doke. Okay, so what is the website? The website? Yeah. It would be myvic- Okay. ... um, dot com/the name of your staffing agency. Superior Skill Trades. The, the name of... Oh, okay. Okay. All right? All right. Is that all I need to know? Yes, sir. If you have any other questions just give us a call. Okay, thank you. Okay, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-10. This is Summer speaking, how may I help you?

Speaker speaker\_1: Yeah, I'm calling about the vote for Roman.

Speaker speaker\_0: Yes, how may I help you?

Speaker speaker\_1: Yeah, so how, uh, how long do I have to work for, for SSI before that kicks in?

Speaker speaker\_0: Um, you g- uh, if you currently working, um, usually when you're enrolled it takes about two to three weeks.

Speaker speaker\_1: Okay, so I've only been working for the company for, uh... So this is strictly for SSI, uh, employees, right?

Speaker speaker\_0: Yes, you have to be-

Speaker speaker\_1: There it's an SST, SST, Superior Skilled Trades.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. And so I'm calling to enroll in, uh, medical insurance, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, so do you have medical and dental or just medical?

Speaker speaker\_0: They do offer dental as well.

Speaker speaker\_1: They offer dental, okay. What... Uh, do I just look all this up on the s-website or how does it work?

Speaker speaker\_0: You could do it online and you c- um, and you co-enroll with us as well over the phone.

Speaker speaker\_1: Okay, uh, how... What is the cost of it? First, just a single, uh, just a single person?

Speaker speaker\_0: Let me pull up the benefit guide, so that way I'll be able to assist you better.

Speaker speaker\_1: That's okay.

Speaker speaker\_0: Give me one more second. The dental for employee only is \$5.40.

Speaker speaker\_1: For what now?

Speaker speaker\_0: So if -

Speaker speaker\_1: Can you repeat that?

Speaker speaker\_0: The dental plan.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: It costs \$5.40 per paycheck.

Speaker speaker\_1: Okay, and what company is that?

Speaker speaker\_0: It's called APL.

Speaker speaker\_1: ATL?

Speaker speaker\_0: These are not like... Yes, these are not like the major, um, insurance.

Speaker speaker\_1: No, okay. What does that mean?

Speaker speaker\_0: So if you're... Um, these insurance they w- um, they already have a set amount that they gonna pay. Anything above that amount will be your responsibility. Um-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: For example, for the dental, um, they will cover your preventive care like basic cleaning, checkup, X-ray. The basic-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... dental will cover 80% after you pay the \$50 deductible. The max that they cover per year is \$750.

Speaker speaker\_1: Okay. Okay, what about the medical?

Speaker speaker\_0: Medical they have, uh, three different, uh, medical plans called the VIP Classic, VIP Pro and the Stay Healthy. Difference-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... between the VIP Classic and Pro is the amount you will be paying per paycheck and the amount that the insurance gonna cover. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_0: And the Stay Healthy is just a preventive care plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, that plan, you are responsible to pay for your doctor's visit and the insurance gonna cover, um, the, the procedures as long as they are preventive, and you have to use a participating provider.

Speaker speaker\_1: Oh, okay. And what's the cost of that?

Speaker speaker\_0: For the Stay Healthy it's \$15.91. The VIP Classic is \$22.76 and the VIP Pro is \$39.18.

Speaker speaker\_1: Okay, and that's per paycheck?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okie doke. Okay, so what is the website?

Speaker speaker\_0: The website?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: It would be myvic-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... um, dot com/the name of your staffing agency. Superior Skill Trades.

Speaker speaker\_1: The, the name of... Oh, okay. Okay.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right. Is that all I need to know?

Speaker speaker\_0: Yes, sir. If you have any other questions just give us a call.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Okay, bye-bye.