

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does ... you're speaking with? Melvin Burton. And how can I assist you? Oh, I had got a text message telling me about benefits. I was trying to see what that was about. Okay. Do you work for a staffing agency? Do I who? Do you work for a staffing agency? Yes. Uh, Partners. Okay. Partners Personnel offers healthcare benefits to their employees. Um, medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover and is calculated up from your check every week. Okay. Okay, so how, how, how you say do I, I go about enrolling? You can enroll over the phone with us or at your staffing agency with an enrollment form. All right. I, I would, I would like to enroll by now. Okay, what are the last four digits of your social? 6535. Okay, bear with me. Now, how long have you been working with Partners? Um, now, I'd say, like, oh, two weeks now. Okay, and you said the last four of your social is 5635? No, 6535. All righty, and if you can confirm your address and date of birth. Um, 801 South Main, South Main Street, 29651 in Greer, North Carolina. All righty, and if you can provide me with your date of birth. 09/03/85. All righty, and I have your phone number as 864-320-1508? Yes, ma'am. And I have your email address as melvinburton33@gmail.com? Yes, ma'am. All righty, and what area do you want to enroll in today? Right now? And what would you like to enroll in today? Um, what is my option? So there's medical, dental, vision, free Rx, which is prescriptions coverage, short-term disability, life insurance, critical illness, group accident, which is additional coverage to your medical, um, and there's preventative health. I want to enroll in all of those if I could. So everything free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative health and medical? Yes, ma'am. Okay, so as far as medical, there's, there's four plans that are offered. There are three plans called the VIPs. VIP Standard is \$17.66 a week, VIP Plus is \$31.61 a week, and the VIP Prime is \$43.28 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service. They also offer a plan called MEC Enhanced, which is preventative health and medical in one. This plan is \$43.76 a week. It does have copays, but after you pay the copay, the, the bill is covered up, um, the rest of the bill is covered by the insurance carrier. Okay. Yeah, let's go with that one. I'll take that one. Okay, the one for \$43.76 a week? Yes. Okay, so for that plan plus all the other options you chose, your weekly deductions are gonna be \$60.10. That's good. That's good. Okay, it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you, after we receive the deduction, you become active. And then later that week you'll receive your vision, dental and preventive health card in the mail, and you'll receive your medical in your email. Do you know who'd you'd like to put down for your life insurance? Uh, Melanie Burton. And what relation does she

have to you? That's my daughter. M-E-L-O-N-Y? No, M-E-L-L-Y-N-I. All righty. And your medical, dental, medical, dental, and vision plans are all under our IRS regulation called Section 125, meaning that if it's not company open enrollment or you have an unqualified life event occur, you cannot transfer to these plans. Okay. Do you have any questions? Uh, no. So every- everything, okay, I'm getting my medical's gonna come to my email. So the rest of it can't come to my email? No, the rest will go to your residence. You can give us a call once you- Okay, that's good. ... after the first deduction, um, the following week after we receive it, you can call and we can send you copies to your res-, to your email, but they go to your, to your residence originally. Okay, I, I, uh, I haven't though, but- Yeah. But she knows so we can relay it if it's- Okay. Okay? Okay, I appreciate that. 'Cause we don't want you losing all that money like that. Yeah, I, I didn't know I ... yeah. Yeah. I gotcha, though. But- Just let somebody know so we don't take it out- I know, uh, at least, I know two times I haven't. Okay. Yeah, two times I haven't. Do you know what day it was? I know yesterday was one of them. Um, I want to say Monday, or was it... now still it was Monday or Thursday. I'm not sure. Okay. Yeah. Hello. I'm sorry. What? Do you have any questions? No, that's it. All right. Thank you so much for calling. You have a good day. You have too.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does ... you're speaking with?

Speaker speaker_2: Melvin Burton.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Oh, I had got a text message telling me about benefits. I was trying to see what that was about.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Do I who?

Speaker speaker_1: Do you work for a staffing agency?

Speaker speaker_2: Yes. Uh, Partners.

Speaker speaker_1: Okay. Partners Personnel offers healthcare benefits to their employees. Um, medical, dental, vision, short-term disability, stuff like that. The price depends on how many plans you choose and who you choose to cover and is calculated up from your check every week.

Speaker speaker_2: Okay. Okay, so how, how, how you say do I, I go about enrolling?

Speaker speaker_1: You can enroll over the phone with us or at your staffing agency with an enrollment form.

Speaker speaker_2: All right. I, I would, I would like to enroll by now.

Speaker speaker_1: Okay, what are the last four digits of your social?

Speaker speaker_2: 6535.

Speaker speaker_1: Okay, bear with me. Now, how long have you been working with Partners?

Speaker speaker_2: Um, now, I'd say, like, oh, two weeks now.

Speaker speaker_1: Okay, and you said the last four of your social is 5635?

Speaker speaker_2: No, 6535.

Speaker speaker_1: All righty, and if you can confirm your address and date of birth.

Speaker speaker_2: Um, 801 South Main, South Main Street, 29651 in Greer, North Carolina.

Speaker speaker_1: All righty, and if you can provide me with your date of birth.

Speaker speaker_2: 09/03/85.

Speaker speaker_1: All righty, and I have your phone number as 864-320-1508?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as melvinburton33@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty, and what area do you want to enroll in today?

Speaker speaker_2: Right now?

Speaker speaker_1: And what would you like to enroll in today?

Speaker speaker_2: Um, what is my option?

Speaker speaker_1: So there's medical, dental, vision, free Rx, which is prescriptions coverage, short-term disability, life insurance, critical illness, group accident, which is additional coverage to your medical, um, and there's preventative health.

Speaker speaker_2: I want to enroll in all of those if I could.

Speaker speaker_1: So everything free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative health and medical?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay, so as far as medical, there's, there's four plans that are offered. There are three plans called the VIPs. VIP Standard is \$17.66 a week, VIP Plus is \$31.61 a week, and the VIP Prime is \$43.28 a week. These plans don't have copays or deductibles but they only cover up to a certain dollar amount for each service. They also offer a plan called MEC Enhanced, which is preventative health and medical in one. This plan is \$43.76 a week.

It does have copays, but after you pay the copay, the, the bill is covered up, um, the rest of the bill is covered by the insurance carrier.

Speaker speaker_2: Okay. Yeah, let's go with that one. I'll take that one.

Speaker speaker_1: Okay, the one for \$43.76 a week?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so for that plan plus all the other options you chose, your weekly deductions are gonna be \$60.10.

Speaker speaker_2: That's good. That's good.

Speaker speaker_1: Okay, it will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you, after we receive the deduction, you become active. And then later that week you'll receive your vision, dental and preventive health card in the mail, and you'll receive your medical in your email. Do you know who'd you'd like to put down for your life insurance?

Speaker speaker_2: Uh, Melanie Burton.

Speaker speaker_1: And what relation does she have to you?

Speaker speaker_2: That's my daughter.

Speaker speaker_1: M-E-L-O-N-Y?

Speaker speaker_2: No, M-E-L-L-Y-N-I.

Speaker speaker_1: All righty. And your medical, dental, medical, dental, and vision plans are all under our IRS regulation called Section 125, meaning that if it's not company open enrollment or you have an unqualified life event occur, you cannot transfer to these plans.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Uh, no. So every- everything, okay, I'm getting my medical's gonna come to my email. So the rest of it can't come to my email?

Speaker speaker_1: No, the rest will go to your residence. You can give us a call once you-

Speaker speaker_2: Okay, that's good.

Speaker speaker_1: ... after the first deduction, um, the following week after we receive it, you can call and we can send you copies to your res-, to your email, but they go to your, to your residence originally.

Speaker speaker_2: Okay, I, I, uh, I haven't though, but-

Speaker speaker_1: Yeah.

Speaker speaker_3: But she knows so we can relay it if it's-

Speaker speaker_2: Okay.

Speaker speaker_3: Okay?

Speaker speaker_2: Okay, I appreciate that.

Speaker speaker_3: 'Cause we don't want you losing all that money like that.

Speaker speaker_2: Yeah, I, I didn't know I ... yeah.

Speaker speaker_3: Yeah.

Speaker speaker_2: I gotcha, though. But-

Speaker speaker_3: Just let somebody know so we don't take it out-

Speaker speaker_2: I know, uh, at least, I know two times I haven't.

Speaker speaker_3: Okay.

Speaker speaker_2: Yeah, two times I haven't.

Speaker speaker_3: Do you know what day it was?

Speaker speaker_2: I know yesterday was one of them. Um, I want to say Monday, or was it... now still it was Monday or Thursday. I'm not sure.

Speaker speaker_3: Okay.

Speaker speaker_2: Yeah. Hello. I'm sorry. What?

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thank you so much for calling. You have a good day.

Speaker speaker_2: You have too.