

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does live with your speaking with? Uh, I'm trying to, uh, sign up for health benefits. I just got a, uh, text message from my job. All righty. And what's the name of the staff? AGTC work for? Uh, Adapt HR. Hold on. It's spelled A-D-A-P-T space H-R Incorporated. Yep. And what's the last four digits of your social? Say what? The last four digits of your social. Uh, 8415. And your name? Mario. Okay. And if you can verify your address and date of birth. Uh, 2329 Villanova Circle. My date of birth is April 23rd, 2006. Are you in the city and state? Huh? The city and state? Oh, California. And your city? Say what? Sorry about that. The city? Sacramento. Okay. And I have your phone number as 916-286-5292? Yes. Can I have your email address at quintanillarego123@gmail.com? Yeah. All righty. And do you know what you're wanting to enroll in today? Uh, health benefits. Do you know which ones? Medical, dental, vision or disability? Uh, I don't... I don't know. All of them, I guess. Medical. And is the coverage for just yourself? Uh, no. Me and my son. Okay. So there's three medical plans that you can choose from. The VIP standard for both of you would be \$27.27 a week, the classic would be 30.20... \$30.21 a week. And the plus would be \$51.24 a week. These plans don't have copays or deductibles, but they only cover each service up to a certain dollar amount. Um- Okay. Mm-hmm. Okay. That's fine. Which one? There's three. One for \$27.27, one for \$30.21, and then the last one for \$51.24. Uh, the first one. Okay. 27.27. And did you want to do anything else like dental, vision, life insurance? I can't do dental. Dental? Okay. For you and your son? Yeah. Anything else? Behavioral health, um, preventative services? No. No. That's it. Okay. So for your dental and your medical, it's going to be \$36.89 every week. Okay. It will take one to two weeks for the staff at AGTC to start making deductions. Once they do, the following Monday, you guys are active. And then later that week, you'll receive your dental card in the mail and your medical goes to your email. Okay. Okay. What is your son's name? Uh, Giovanni. That's spelled G-I-O-V-A-N-N-I. Say quintanillarego, same thing. Do you know his full social? Uh, no. I need to go get his Social Security card. Okay. No worries. And what is his date of birth? Uh, uh, February 21st, 2023. All righty. Well, I went in and got all the information down. Do you have any questions? Uh, no. All right. Thank you so much for calling. You have a great day. Okay. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does live with your speaking with?

Speaker speaker_1: Uh, I'm trying to, uh, sign up for health benefits. I just got a, uh, text message from my job.

Speaker speaker_0: All righty. And what's the name of the staff? AGTC work for?

Speaker speaker_1: Uh, Adapt HR. Hold on. It's spelled A-D-A-P-T space H-R Incorporated.

Speaker speaker_0: Yep. And what's the last four digits of your social?

Speaker speaker_1: Say what?

Speaker speaker_0: The last four digits of your social.

Speaker speaker_1: Uh, 8415.

Speaker speaker_0: And your name?

Speaker speaker_1: Mario.

Speaker speaker_0: Okay. And if you can verify your address and date of birth.

Speaker speaker_1: Uh, 2329 Villanova Circle. My date of birth is April 23rd, 2006.

Speaker speaker_0: Are you in the city and state?

Speaker speaker_1: Huh?

Speaker speaker_0: The city and state?

Speaker speaker_1: Oh, California.

Speaker speaker_0: And your city?

Speaker speaker_1: Say what? Sorry about that.

Speaker speaker_0: The city?

Speaker speaker_1: Sacramento.

Speaker speaker_0: Okay. And I have your phone number as 916-286-5292?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address at quintanillarego123@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh, health benefits.

Speaker speaker_0: Do you know which ones? Medical, dental, vision or disability?

Speaker speaker_1: Uh, I don't... I don't know. All of them, I guess. Medical.

Speaker speaker_0: And is the coverage for just yourself?

Speaker speaker_1: Uh, no. Me and my son.

Speaker speaker_0: Okay. So there's three medical plans that you can choose from. The VIP standard for both of you would be \$27.27 a week, the classic would be 30.20... \$30.21 a week. And the plus would be \$51.24 a week. These plans don't have copays or deductibles, but they only cover each service up to a certain dollar amount. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Which one? There's three. One for \$27.27, one for \$30.21, and then the last one for \$51.24.

Speaker speaker_1: Uh, the first one.

Speaker speaker_0: Okay. 27.27. And did you want to do anything else like dental, vision, life insurance?

Speaker speaker_1: I can't do dental.

Speaker speaker_0: Dental? Okay. For you and your son?

Speaker speaker_1: Yeah.

Speaker speaker_0: Anything else? Behavioral health, um, preventative services?

Speaker speaker_1: No. No. That's it.

Speaker speaker_0: Okay. So for your dental and your medical, it's going to be \$36.89 every week.

Speaker speaker_1: Okay.

Speaker speaker_0: It will take one to two weeks for the staff at AGTC to start making deductions. Once they do, the following Monday, you guys are active. And then later that week, you'll receive your dental card in the mail and your medical goes to your email.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: What is your son's name?

Speaker speaker_1: Uh, Giovanni. That's spelled G-I-O-V-A-N-N-I. Say quintanillarego, same thing.

Speaker speaker_0: Do you know his full social?

Speaker speaker_1: Uh, no. I need to go get his Social Security card.

Speaker speaker_0: Okay. No worries. And what is his date of birth?

Speaker speaker_1: Uh, uh, February 21st, 2023.

Speaker speaker_0: All righty. Well, I went in and got all the information down. Do you have any questions?

Speaker speaker_1: Uh, no.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Okay. You too. Bye.