

Transcript: Pearl

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Full Transcript

Your call may be monitored for audit and reporting purposes. Hi, you're with... Brownfields? Yeah, who this is? My name is Pearl. I'm calling from Benefits in a Card on behalf of your Staffing Agency, the resource company. All right. Um, we're processing your health care enrollment forms. On your form, you chose coverage for employee plus child and then employee plus ch- family, but we didn't receive any dependent information. So, we're just calling to see if the coverage is for you and your family or just yourself. It says what? This is for the resources? Yes. And family is, like, for the whole... It's for, like, the whole f-... I got the whole healthcare. Yes, for coverage, yes. Yes. Um, 'cause we have- Okay. ... dental, critical illness, group accident and virtual primary care for just you and the children. And then we have identity theft protection for you and your spouse. What, what would I, what should I do with that? I was confused with that one. Um, so the identity theft protection is just basically what it, uh, what, what it says, "Identity theft protection." You don't have to have it. It's just something that you had chose for you and your family, so that's why I'm- Okay. I can just do it, I can just do it for me. That's that. What do you mean? Oh, you said you don't have... You o- you say you don't have to choose it. Yeah, you don't have to click. You're not getting them. Okay, I'm not gonna click. I'm sorry. Would I be able to- Yep. Would you be able to take it off or would I, would I be able to take it off? No, I can take it off for you. Um, I have group accident, dental, critical and primary bridge care for just you and the children. Did you want that yourself as well or just you and the children? Would I be able to change it, might have changed like later on? You can, you can, uh, downgrade at any time, so if you want right now you choose you and your family, if you wanna go down to you and just your children or go all the way down to just yourself, you can do that anytime. But you wouldn't be able to add them back on at any time. Say that again. You could add... You can go down anytime you'd like. Um, say, here in three months you just want coverage for yourself, you can do that at any time. But, um, to add them on, you can only do that within 30 days of receiving your first paycheck or during company open enrollment. Okay. Yeah, I can do myself right now. Okay, so all the coverage for just yourself. So, that brings your weekly deductions to, um, give me one second. Um, so that brings your weekly deductions to \$13.56. Okay. No, I think I wanna stay. Thank you. I was just, um, I think I wanna figure that out with, um, my wife. I wanna make sure. Yeah, 'cause I think she under them, but I don't wanna do it and being that she under them, you know what I'm saying? Yeah, no, of course. I understand. You can add them on, whether it be anybody, just your wife, somebody on the date with you. Yes, ma'am. All right. Thank you. So we'll take one or two weeks for the staffing agency to start these deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental card in the mail. Okay. Do you have any questions? No, ma'am. Thank you so much for attending my call. You have a great n- day. Oh, excuse me. Yes? H- you said

this for the resources, right? Correct. Will I, will I receive a call from y'all, like, about a job or anything like so or no? Ah, the call is happening. You see, we are just part of healthcare. Okay, thank you. No problem. Have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored for audit and reporting purposes.

Speaker speaker_1: Hi, you're with... Brownfields?

Speaker speaker_2: Yeah, who this is?

Speaker speaker_0: My name is Pearl. I'm calling from Benefits in a Card on behalf of your Staffing Agency, the resource company.

Speaker speaker_2: All right.

Speaker speaker_0: Um, we're processing your health care enrollment forms. On your form, you chose coverage for employee plus child and then employee plus ch- family, but we didn't receive any dependent information. So, we're just calling to see if the coverage is for you and your family or just yourself.

Speaker speaker_2: It says what? This is for the resources?

Speaker speaker_0: Yes.

Speaker speaker_2: And family is, like, for the whole... It's for, like, the whole f-... I got the whole healthcare.

Speaker speaker_0: Yes, for coverage, yes.

Speaker speaker_2: Yes.

Speaker speaker_0: Um, 'cause we have-

Speaker speaker_2: Okay.

Speaker speaker_0: ... dental, critical illness, group accident and virtual primary care for just you and the children. And then we have identity theft protection for you and your spouse.

Speaker speaker_2: What, what would I, what should I do with that? I was confused with that one.

Speaker speaker_0: Um, so the identity theft protection is just basically what it, uh, what, what it says, "Identity theft protection." You don't have to have it. It's just something that you had chose for you and your family, so that's why I'm-

Speaker speaker_2: Okay. I can just do it, I can just do it for me. That's that.

Speaker speaker_0: What do you mean?

Speaker speaker_2: Oh, you said you don't have... You o- you say you don't have to choose it.

Speaker speaker_0: Yeah, you don't have to click. You're not getting them.

Speaker speaker_2: Okay, I'm not gonna click. I'm sorry. Would I be able to-

Speaker speaker_0: Yep.

Speaker speaker_2: Would you be able to take it off or would I, would I be able to take it off?

Speaker speaker_0: No, I can take it off for you. Um, I have group accident, dental, critical and primary bridge care for just you and the children. Did you want that yourself as well or just you and the children?

Speaker speaker_2: Would I be able to change it, might have changed like later on?

Speaker speaker_0: You can, you can, uh, downgrade at any time, so if you want right now you choose you and your family, if you wanna go down to you and just your children or go all the way down to just yourself, you can do that anytime. But you wouldn't be able to add them back on at any time.

Speaker speaker_2: Say that again.

Speaker speaker_0: You could add... You can go down anytime you'd like. Um, say, here in three months you just want coverage for yourself, you can do that at any time. But, um, to add them on, you can only do that within 30 days of receiving your first paycheck or during company open enrollment.

Speaker speaker_2: Okay. Yeah, I can do myself right now.

Speaker speaker_0: Okay, so all the coverage for just yourself. So, that brings your weekly deductions to, um, give me one second. Um, so that brings your weekly deductions to \$13.56.

Speaker speaker_2: Okay. No, I think I wanna stay.

Speaker speaker_0: Thank you.

Speaker speaker_2: I was just, um, I think I wanna figure that out with, um, my wife. I wanna make sure. Yeah, 'cause I think she under them, but I don't wanna do it and being that she under them, you know what I'm saying?

Speaker speaker_0: Yeah, no, of course. I understand. You can add them on, whether it be anybody, just your wife, somebody on the date with you.

Speaker speaker_2: Yes, ma'am. All right. Thank you.

Speaker speaker_0: So we'll take one or two weeks for the staffing agency to start these deductions. Once they do, the following Monday you're active, and then later that week you'll receive your dental card in the mail.

Speaker speaker_2: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_2: No, ma'am.

Speaker speaker_0: Thank you so much for attending my call. You have a great n- day.

Speaker speaker_2: Oh, excuse me.

Speaker speaker_0: Yes?

Speaker speaker_2: H- you said this for the resources, right?

Speaker speaker_0: Correct.

Speaker speaker_2: Will I, will I receive a call from y'all, like, about a job or anything like so or no?

Speaker speaker_0: Ah, the call is happening. You see, we are just part of healthcare.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: No problem. Have a great day.