

## Transcript: Pearl

**Rojas-6052757843165184-5585415422033920**

### 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 Rios, who is speaking with? Yes. This is Shanika Pembrough. And how can I assist you? Uh, I called about a week ago, um, to see if I could get some insurance, and I was told that, um, since I've pre- I worked for this company before, I had to see if I was approved and I, I would receive a call back, but I have not received the call back. Okay. And what's the name of the staffing agency you work for? Serge Staffing. And the last four digits of your Social? 9622. Okay. If I can have you confirm your address and date of birth, please? 203 Virginia Avenue, Barnesville, Georgia 30204-4483. Okay. And I have your phone number as 603-9775? Yes. Okay. Bear with me one moment. Okay. Um, let's see. Okay. So it looks like you're not eligible to enroll, um, enroll in plans other than the ones you had previously. Previously, you had dental, vision, and short-term disability. We're able to reinstate those plans for you, but you're not able to add anything on if, if you'd like. Oh, okay. What, what did you say they were? Dental, vision and short-term disability. Okay. That's fine. Okay. So you just want to go ahead and reinstate those? Yeah. How... Uh, what's the, uh, copay on the dental? Um, so the dental doesn't have a copay. The preventative visits are covered at 100%, which is your checkup and basic cleaning once per six months. And then things like, um, fillings, non-surgical extractions and X-rays are covered at 80% after you pay the \$50 deductible. And then things like crowns and braces are not covered. Okay. And, um, how much are they a week? So for the... The deduction for all three plans would be \$10.93 a week. Okay. How does the, uh, short-term work? Bear with me one moment. Okay. So the short-term disability pays up to \$650 a month for, at most, 180 days. 650 a month for 180 days? Mm-hmm. Yeah. Um... And then it would be... it would have to be due to a covered injury or sickness. Okay. What do you mean by covered injury? So there's, there's certain injuries and sicknesses that, that would qualify you to use the short-term disability, and if it's not one of the ones that are covered, um, then it wouldn't take effect. Okay. What, what are they, that, that you, that you all cover? Um, I would have to transfer you to the insurance company and, uh, and have you ask them, because I'm... they don't... we don't have a list of exact ones. Okay. I'll call and ask them. But yeah, I want those. Okay. So it does take... so it does take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday, you become active, and then later that week you'll receive your dental and vision card in the mail. Okay. And can I get the insurance- Can I get the insurance... Do y'all need the insurance number to find out more about the insurance? Okay. That is 800- Hello? ... 2500. Okay. 1-800- ... 256. You said 256? Yes. 256. 8606. 8606. Okay. Thank you. No problem. You've been such a good colleague, have a great day. All right. Bye-bye. You 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 Rios, who is speaking with?

Speaker speaker\_2: Yes. This is Shanika Pembrough.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Uh, I called about a week ago, um, to see if I could get some insurance, and I was told that, um, since I've pre- I worked for this company before, I had to see if I was approved and I, I would receive a call back, but I have not received the call back.

Speaker speaker\_1: Okay. And what's the name of the staffing agency you work for?

Speaker speaker\_2: Serge Staffing.

Speaker speaker\_1: And the last four digits of your Social?

Speaker speaker\_2: 9622.

Speaker speaker\_1: Okay. If I can have you confirm your address and date of birth, please?

Speaker speaker\_2: 203 Virginia Avenue, Barnesville, Georgia 30204-4483.

Speaker speaker\_1: Okay. And I have your phone number as 603-9775?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Bear with me one moment. Okay. Um, let's see. Okay. So it looks like you're not eligible to enroll, um, enroll in plans other than the ones you had previously. Previously, you had dental, vision, and short-term disability. We're able to reinstate those plans for you, but you're not able to add anything on if, if you'd like.

Speaker speaker\_2: Oh, okay. What, what did you say they were?

Speaker speaker\_1: Dental, vision and short-term disability.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: Okay. So you just want to go ahead and reinstate those?

Speaker speaker\_2: Yeah. How... Uh, what's the, uh, copay on the dental?

Speaker speaker\_1: Um, so the dental doesn't have a copay. The preventative visits are covered at 100%, which is your checkup and basic cleaning once per six months. And then things like, um, fillings, non-surgical extractions and X-rays are covered at 80% after you pay the \$50 deductible. And then things like crowns and braces are not covered.

Speaker speaker\_2: Okay. And, um, how much are they a week?

Speaker speaker\_1: So for the... The deduction for all three plans would be \$10.93 a week.

Speaker speaker\_2: Okay. How does the, uh, short-term work?

Speaker speaker\_1: Bear with me one moment. Okay. So the short-term disability pays up to \$650 a month for, at most, 180 days.

Speaker speaker\_2: 650 a month for 180 days?

Speaker speaker\_1: Mm-hmm. Yeah. Um... And then it would be... it would have to be due to a covered injury or sickness.

Speaker speaker\_2: Okay. What do you mean by covered injury?

Speaker speaker\_1: So there's, there's certain injuries and sicknesses that, that would qualify you to use the short-term disability, and if it's not one of the ones that are covered, um, then it wouldn't take effect.

Speaker speaker\_2: Okay. What, what are they, that, that you, that you all cover?

Speaker speaker\_1: Um, I would have to transfer you to the insurance company and, uh, and have you ask them, because I'm... they don't... we don't have a list of exact ones.

Speaker speaker\_2: Okay. I'll call and ask them. But yeah, I want those.

Speaker speaker\_1: Okay. So it does take... so it does take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday, you become active, and then later that week you'll receive your dental and vision card in the mail.

Speaker speaker\_2: Okay. And can I get the insurance-

Speaker speaker\_1: Can I get the insurance... Do y'all need the insurance number to find out more about the insurance? Okay. That is 800-

Speaker speaker\_2: Hello?

Speaker speaker\_1: ... 2500.

Speaker speaker\_2: Okay. 1-800-

Speaker speaker\_1: ... 256.

Speaker speaker\_2: You said 256?

Speaker speaker\_1: Yes.

Speaker speaker\_2: 256.

Speaker speaker\_1: 8606.

Speaker speaker\_2: 8606. Okay. Thank you.

Speaker speaker\_1: No problem. You've been such a good colleague, have a great day.

Speaker speaker\_2: All right. Bye-bye. You too.