

Transcript: Pearl

Rojas-6123955433193472-6538550236889088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yeah. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I going to speak English? This is me, Victor. Uh, I was calling with regards... in regards for, to get what? Like I said. Healthcare benefits through, uh, Healthcare Benefits through HSS. What's it called? Health Benefits? Yes. Okay, and what does it do? Healthcare, medical, dental, vision, short-term disability, stuff like that. Oh, short-term disability..... Okay, okay, okay. So, what do I gotta do to enroll? Um, you can enroll- Like who has it? ... over the phone, you can do it online or you can do it through an 011 form on, um, at your staffing agency. The price depends on how many plans you choose, who you choose to, and who you choose to cover. And it's something they deduct from your check every week. Oh, so h- h- how much, how much is the lowest, the lowest one? So I can check my budget. The lowest medical plan? Yeah. Like, 100 bucks a month? Um, so these plans, they're limited benefits plans, so they don't cover services at 100%. Um, the VIP Standard is the lowest one, the lowest medical plan. It's \$16.81 a week, but they only cover services to a certain dollar amount. Yeah. Okay, and this is... And is this through the, uh, through the welfare or unemployment or what? Through the staffing agency, HSS. Who, it's, uh, what, what agency? You said you work for HSS, correct? Yeah. It's through them. Oh, through IHSS? No, through HSS. Your staffing agency- Uh-huh. ... it's through them. Okay. Oh, okay. All right then. Thank you for your time. No problem. You have a great day.

Conversation Format

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

Speaker speaker_1: Yeah.

Speaker speaker_2: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I going to speak English?

Speaker speaker_1: This is me, Victor. Uh, I was calling with regards... in regards for, to get what? Like I said.

Speaker speaker_2: Healthcare benefits through, uh, Healthcare Benefits through HSS.

Speaker speaker_1: What's it called? Health Benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and what does it do?

Speaker speaker_2: Healthcare, medical, dental, vision, short-term disability, stuff like that.

Speaker speaker_1: Oh, short-term disability..... Okay, okay, okay. So, what do I gotta do to enroll?

Speaker speaker_2: Um, you can enroll-

Speaker speaker_1: Like who has it?

Speaker speaker_2: ... over the phone, you can do it online or you can do it through an 011 form on, um, at your staffing agency. The price depends on how many plans you choose, who you choose to, and who you choose to cover. And it's something they deduct from your check every week.

Speaker speaker_1: Oh, so h- h- how much, how much is the lowest, the lowest one? So I can check my budget.

Speaker speaker_2: The lowest medical plan?

Speaker speaker_1: Yeah. Like, 100 bucks a month?

Speaker speaker_2: Um, so these plans, they're limited benefits plans, so they don't cover services at 100%. Um, the VIP Standard is the lowest one, the lowest medical plan. It's \$16.81 a week, but they only cover services to a certain dollar amount.

Speaker speaker_1: Yeah. Okay, and this is... And is this through the, uh, through the welfare or unemployment or what?

Speaker speaker_2: Through the staffing agency, HSS.

Speaker speaker_1: Who, it's, uh, what, what agency?

Speaker speaker_2: You said you work for HSS, correct?

Speaker speaker_1: Yeah.

Speaker speaker_2: It's through them.

Speaker speaker_1: Oh, through IHSS?

Speaker speaker_2: No, through HSS. Your staffing agency-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... it's through them.

Speaker speaker_1: Okay. Oh, okay. All right then. Thank you for your time.

Speaker speaker_2: No problem. You have a great day.