

## Transcript: Pearl

**Rojas-6223172546805760-4996912239820800**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Um, my name's Fallon Lamb. How can I assist you? Um, okay. So, uh, just, I just wanted to know about your benefits and how that works. Okay. What's the name of the staffing agency you work for? Crown Staffing. And the last four digits of your Social? 8040. Okay. So Crown Staffing actually offers healthcare benefits such as medical, dental, vision, short-term disability, things like that. Are all separate plans and the price depends on how many plans you choose and who you'd like to cover. And the deduction is something that's made from your check every week. Okay. Okay. Okay, um, so like, if I just want... I just, I need to be able to just go to the doctor and get check-ups and, um, like a teeth cleaning. Like, just basic stuff, you know. So as far as dental, there's only one dental plan offered. Give me one moment. Okay. And that plan is \$3.52 a week for just yourself, um. Oh- And then as far as medical there are two medical plans that you can choose from. The VIP Standard that's \$17.07 a week and the Classic that is \$18.86 a week. And the difference between those two are the dollar amount that is covered between, for each service. Oh, okay. So what's the one, the one that's 18? Like, what's the copay on that? There's no copays or deductibles because they only cover a set dollar amount. Oh, okay, okay, okay. I see. Um, well, what do they cover? Um, if you'd like, I can send you a copy of the benefit guide. It will show you the plans, um, completely and how much they cover for each service. Okay, um. Yeah, how can I get that? Yeah, I'm gonna go ahead and send it to you via email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. Okay. Okay, what is your email? All right, it's all lowercase. F-A-L-L-O-N L-A-M-B90@gmail. Okay. All right. I'm gonna go ahead and get this sent to you. It's gonna come from info@benefitsinacard.com. Should go to your inbox. If you don't see it there, check your spam or junk folder. Mm-hmm. And then you do have 30 days from the date of your first paycheck to enroll. Oh, okay. So I've been working there for almost six months, so I can't enroll? Um, let me see when open enrollment is for your company. Okay. Crown's open enrollment is the beginning of December. The beginning of December. All right, thank you so much. No problem. Thank you so much for calling. Have a great day. All right. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker\_2: Um, my name's Fallon Lamb.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Um, okay. So, uh, just, I just wanted to know about your benefits and how that works.

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

Speaker speaker\_2: Crown Staffing.

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

Speaker speaker\_2: 8040.

Speaker speaker\_1: Okay. So Crown Staffing actually offers healthcare benefits such as medical, dental, vision, short-term disability, things like that. Are all separate plans and the price depends on how many plans you choose and who you'd like to cover. And the deduction is something that's made from your check every week.

Speaker speaker\_2: Okay. Okay. Okay, um, so like, if I just want... I just, I need to be able to just go to the doctor and get check-ups and, um, like a teeth cleaning. Like, just basic stuff, you know.

Speaker speaker\_1: So as far as dental, there's only one dental plan offered. Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And that plan is \$3.52 a week for just yourself, um.

Speaker speaker\_2: Oh-

Speaker speaker\_1: And then as far as medical there are two medical plans that you can choose from. The VIP Standard that's \$17.07 a week and the Classic that is \$18.86 a week. And the difference between those two are the dollar amount that is covered between, for each service.

Speaker speaker\_2: Oh, okay. So what's the one, the one that's 18? Like, what's the copay on that?

Speaker speaker\_1: There's no copays or deductibles because they only cover a set dollar amount.

Speaker speaker\_2: Oh, okay, okay, okay. I see. Um, well, what do they cover?

Speaker speaker\_1: Um, if you'd like, I can send you a copy of the benefit guide. It will show you the plans, um, completely and how much they cover for each service.

Speaker speaker\_2: Okay, um. Yeah, how can I get that?

Speaker speaker\_1: Yeah, I'm gonna go ahead and send it to you via email. It's gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, what is your email?

Speaker speaker\_2: All right, it's all lowercase. F-A-L-L-O-N L-A-M-B90@gmail.

Speaker speaker\_1: Okay. All right. I'm gonna go ahead and get this sent to you. It's gonna come from info@benefitsinacard.com. Should go to your inbox. If you don't see it there, check your spam or junk folder.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then you do have 30 days from the date of your first paycheck to enroll.

Speaker speaker\_2: Oh, okay. So I've been working there for almost six months, so I can't enroll?

Speaker speaker\_1: Um, let me see when open enrollment is for your company.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Crown's open enrollment is the beginning of December.

Speaker speaker\_2: The beginning of December. All right, thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker\_2: All right. Bye.