

## **Transcript: Priscilla**

**Torres-5652754787123200-5104364839944192**

### **Full Transcript**

Good morning. Thank you for calling Benefits in the Car. My name is Priscilla. Who else was I speaking to? Hello. I was told to give, uh, this number a call back, uh, because I was eligible for the benefits. Okay. If you don't mind giving me... Bear with me one second. Say what? Bear with me one second and I will try to open my system. Do you mind giving me the, uh, staffing agency you're working under and the last four digits of your Social Security number? Uh, 856 and 8679. What was the staffi- staffing agency again? Uh, 866. Okay. Bear with me. And the last four? 8679. And what's your first and last name? Akira Anderson. Bear with me to pull up your account. Okay, just to confirm the address you have on file, if you can confirm that for me and your birth date. Uh, 5001 Adams Avenue and 9/19/01. Next full address, please, with zip code and city. Oh, um, Adamsville, Alabama, uh, 35005. Okay. And then your birth date? It's 9/19/01. Okay. And I have a phone number on file, 205-760-8660? Yes. And then I have an email, um, at akiraA15@gmail.com? Yes. Okay. So how can I assist you with, uh, enrollment? Um, I previously called to see if I was eligible for the benefits, and they told me they were going to call me back if I was, and the lady told me I was, so I, to call back this number. Okay. And do you know what, um, benefits, I mean, what, uh, benefits you are looking for? Have you looked over the benefit guide? Um, anybody went over that with you? All, yes. Yes. It was vision, dental and health. Okay. Bear with me. Do you know what, um, okay. Did you know, uh, what plan you're looking, uh, under for? You're looking for, uh, VIP Standard, NEC, TellRx? It's VIP. Is this for yourself or is it for, your employee, uh, for yourself, your spouse or yourself and family? Myself. Okay. All right. So you're looking for vision and dental benefits. Vision, dental and health. And health. Okay. So we are... Okay, for yourself, for this, uh, the NEC TellRx, we're looking at \$15.65 a week. And then if you're looking at VIP Standard, we're looking at \$16.81 a week. Um, your coverage is here. Um, if you don't mind, I'll explain to you your coverages here, uh. For the NEC TellRx, uh, the hospital admissions benefit, um, not included. So your VIP Standard, hold on. Let's go look at VIP Standard. Um, for hospital admission benefit, you're looking at \$500 per day, max one day, hospital continue benefits \$50 a day, max 30 days. Intensive care unit benefit, um, it's not included. Rehabilitation benefits not included. Surgery and hospital, hospital outpatient facility freestanding is \$250 per day, max one day. Outpatient surgery center, surgery and physician office is \$125 per day, max two days. Emergency room visits, it's \$50 per day, max two days. Um, urgent care facility is \$50 per day, max four days. Um, physician's office is \$50, uh, per day, max four days. Uh, that's like doctor visits, physical, speech or occupational, um, occupational therapy facility, it covers \$30 per day, max four days. Um, medical imaging tests, uh, let's see, advanced study follow-up tests, \$100 per day, max one day, advanced study follow-up tests, \$25 per day, max one day. Ambulance round is \$10 per day, max 15 days. Preventative surgery in hospital outpatient facility or freestanding outpatient surgery center is

not included. And, and then it also covers critical illness benefit rider and it, like, covers \$5,000. Okay. And that's for the VIP Standard. Isn't that the one I wanted? Yes, that's the one I'm reading over here. Okay. Mm-hmm. So I was just reading over the coverages and what it will cover but, um, the prices I have given you is actually what the insurance covers. Um, and then the difference, um, actually from the rest of the bill, on the rest of the bill, that's what you're responsible for paying. Okay. That's not 100% coverage. It's just the prices that I have given you. Okay. I like those prices. Great, and then that's what you're looking at. Your VIP Standard a week you're looking at \$1,681 a week, just for yourself. And that is VIP Standard through the phone or do I have to do it through the laptop? What was that again? Sorry, you sound so far away. Do I have to set up through the phone or can I set up online? Uh, it's however you feel. We can actually enroll you here while we're on the line. Oh, I would rather do that. Okay. All right, so let's go ahead and proceed with that enrollment offer. So you're looking for dental, vision and medical, right? Yes. All right, let's see. Okay. So with that, on VIP Standard, \$16.81. Plus of dental, you're looking at \$3.38. And vision, let's see. This is not it. Um, \$2.99 for vision, dental is \$3.38 and then your VIP Standard is \$16.81 so you're looking at a total of \$22.18 a week. Okay. All right, anything that you would like to add on your enrollment? No, that'll be it. Okay. Just to advise you, um, that your activation would not be seen after the first deduction of your first paycheck. Once, um, once the- Wouldn't it be this Friday? It would be the Monday after your first, uh, deduction on your first paycheck. The Monday after. Oh, okay. Yes, ma'am. Okay, so we're gonna go ahead if you confirm for those benefits that you have chosen to proceed with the \$22.18. You said what? You want to proceed with the \$22.18 a week? Yes. Okay. We're going to go ahead and enroll you. Okay. All right. So we have you enrolled for your dental, vision and medical. All right, Ms. Anderson is there anything else that we can help you with? No, that'll be all. All right. Thank you for having, for calling Benefits in the Car. Have a wonderful day, Ms. Anderson. Thank you.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in the Car. My name is Priscilla. Who else was I speaking to?

Speaker speaker\_1: Hello. I was told to give, uh, this number a call back, uh, because I was eligible for the benefits.

Speaker speaker\_0: Okay. If you don't mind giving me... Bear with me one second.

Speaker speaker\_1: Say what?

Speaker speaker\_0: Bear with me one second and I will try to open my system. Do you mind giving me the, uh, staffing agency you're working under and the last four digits of your Social Security number?

Speaker speaker\_1: Uh, 856 and 8679.

Speaker speaker\_0: What was the staffi- staffing agency again?

Speaker speaker\_1: Uh, 866.

Speaker speaker\_0: Okay. Bear with me. And the last four?

Speaker speaker\_1: 8679.

Speaker speaker\_0: And what's your first and last name?

Speaker speaker\_1: Akira Anderson.

Speaker speaker\_0: Bear with me to pull up your account. Okay, just to confirm the address you have on file, if you can confirm that for me and your birth date.

Speaker speaker\_1: Uh, 5001 Adams Avenue and 9/19/01.

Speaker speaker\_0: Next full address, please, with zip code and city.

Speaker speaker\_1: Oh, um, Adamsville, Alabama, uh, 35005.

Speaker speaker\_0: Okay. And then your birth date?

Speaker speaker\_1: It's 9/19/01.

Speaker speaker\_0: Okay. And I have a phone number on file, 205-760-8660?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have an email, um, at akiraA15@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So how can I assist you with, uh, enrollment?

Speaker speaker\_1: Um, I previously called to see if I was eligible for the benefits, and they told me they were going to call me back if I was, and the lady told me I was, so I, to call back this number.

Speaker speaker\_0: Okay. And do you know what, um, benefits, I mean, what, uh, benefits you are looking for? Have you looked over the benefit guide? Um, anybody went over that with you?

Speaker speaker\_1: All, yes. Yes. It was vision, dental and health.

Speaker speaker\_0: Okay. Bear with me. Do you know what, um, okay. Did you know, uh, what plan you're looking, uh, under for? You're looking for, uh, VIP Standard, NEC, TellRx?

Speaker speaker\_1: It's VIP.

Speaker speaker\_0: Is this for yourself or is it for, your employee, uh, for yourself, your spouse or yourself and family?

Speaker speaker\_1: Myself.

Speaker speaker\_0: Okay. All right. So you're looking for vision and dental benefits.

Speaker speaker\_1: Vision, dental and health.

Speaker speaker\_0: And health. Okay. So we are... Okay, for yourself, for this, uh, the NEC TellRx, we're looking at \$15.65 a week. And then if you're looking at VIP Standard, we're looking at \$16.81 a week. Um, your coverage is here. Um, if you don't mind, I'll explain to you your coverages here, uh. For the NEC TellRx, uh, the hospital admissions benefit, um, not included. So your VIP Standard, hold on. Let's go look at VIP Standard. Um, for hospital admission benefit, you're looking at \$500 per day, max one day, hospital continue benefits \$50 a day, max 30 days. Intensive care unit benefit, um, it's not included. Rehabilitation benefits not included. Surgery and hospital, hospital outpatient facility freestanding is \$250 per day, max one day. Outpatient surgery center, surgery and physician office is \$125 per day, max two days. Emergency room visits, it's \$50 per day, max two days. Um, urgent care facility is \$50 per day, max four days. Um, physician's office is \$50, uh, per day, max four days. Uh, that's like doctor visits, physical, speech or occupational, um, occupational therapy facility, it covers \$30 per day, max four days. Um, medical imaging tests, uh, let's see, advanced study follow-up tests, \$100 per day, max one day, advanced study follow-up tests, \$25 per day, max one day. Ambulance round is \$10 per day, max 15 days. Preventative surgery in hospital outpatient facility or freestanding outpatient surgery center is not included. And, and then it also covers critical illness benefit rider and it, like, covers \$5,000.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And that's for the VIP Standard.

Speaker speaker\_1: Isn't that the one I wanted?

Speaker speaker\_0: Yes, that's the one I'm reading over here.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Mm-hmm. So I was just reading over the coverages and what it will cover but, um, the prices I have given you is actually what the insurance covers. Um, and then the difference, um, actually from the rest of the bill, on the rest of the bill, that's what you're responsible for paying.

Speaker speaker\_2: Okay.

Speaker speaker\_0: That's not 100% coverage. It's just the prices that I have given you.

Speaker speaker\_2: Okay. I like those prices.

Speaker speaker\_0: Great, and then that's what you're looking at. Your VIP Standard a week you're looking at \$1,681 a week, just for yourself.

Speaker speaker\_2: And that is VIP Standard through the phone or do I have to do it through the laptop?

Speaker speaker\_0: What was that again? Sorry, you sound so far away.

Speaker speaker\_2: Do I have to set up through the phone or can I set up online?

Speaker speaker\_0: Uh, it's however you feel. We can actually enroll you here while we're on the line.

Speaker speaker\_2: Oh, I would rather do that.

Speaker speaker\_0: Okay. All right, so let's go ahead and proceed with that enrollment offer. So you're looking for dental, vision and medical, right?

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right, let's see. Okay. So with that, on VIP Standard, \$16.81. Plus of dental, you're looking at \$3.38. And vision, let's see. This is not it. Um, \$2.99 for vision, dental is \$3.38 and then your VIP Standard is \$16.81 so you're looking at a total of \$22.18 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right, anything that you would like to add on your enrollment?

Speaker speaker\_2: No, that'll be it.

Speaker speaker\_0: Okay. Just to advise you, um, that your activation would not be seen after the first deduction of your first paycheck. Once, um, once the-

Speaker speaker\_2: Wouldn't it be this Friday?

Speaker speaker\_0: It would be the Monday after your first, uh, deduction on your first paycheck. The Monday after.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_0: Yes, ma'am. Okay, so we're gonna go ahead if you confirm for those benefits that you have chosen to proceed with the \$22.18.

Speaker speaker\_2: You said what?

Speaker speaker\_0: You want to proceed with the \$22.18 a week?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. We're going to go ahead and enroll you.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right. So we have you enrolled for your dental, vision and medical. All right, Ms. Anderson is there anything else that we can help you with?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_0: All right. Thank you for having, for calling Benefits in the Car. Have a wonderful day, Ms. Anderson.

Speaker speaker\_2: Thank you.