

Transcript: Sara

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Full Transcript

Thank you for calling Benefits Credit Card. My name is Sarah. May I have your name, please? Uh, Justin Price. I'm sorry, did you say Justin Price? Yeah. Thank you. And how may I help you? Uh, I'm just calling to inquire about the benefits. Sure, I can help with that. Open enrollment. Sure. Okay. Um, what company are you working with? Lingo Staffing. Lingo Staffing. And may I have the last four digits of your Social Security number to locate you on the system? 6894. Thank you, uh, Mr. Justin Price. And just for security purposes, sir, can you please provide your address and date of birth? Well, 701 Stokes Drive, Roanoke, Virginia. July 6th, 1987. And is your em... Your phone number 424-666-9673? Yeah. We don't have any email address here for you. Would you like to provide us with an email address? Uh, sure. Um, V-I-R-T-Y L-I-T-T-L-E J-A-P @gmail.com. Okay. That is virtylittlejap@gmail.com. That's right. Okay. Okay. Thank you very much. Okay. Yes, your company, um, is under company open enrollment period. I am downloading the benefit guide to explain you the information. They're offering one preventive care plan, two medicals, um, addi- um, additional benefit options like short-term critical illness, 24-hour group accident, uh, vision, dental, term life, and AD&D, and behavioral health. Um, yes, that's what they're offering. You are allowed to enroll on the preventive, just the preventive, just, uh, one of the medicals, preventive and medicals. Um, only the additional benefit options, or all together. The only thing is that you're not allowed to choose both medicals. And now just to give you the prices, um, is the coverage gonna be for yourself only or somebody else at the family, like a spouse or children? Uh, only, uh, only me. Okay. So the Stay Healthy, MEC, which is the preventive care plan, will cost you \$15.91. Um, that one requires network and will cover one physical exam examination, blood pressure screenings, colonoscopy, um, diabetes, hepatitis, HIV, lung cancer screenings. Uh, it will cover aspirin, immunizations, like influenza, tetanus, diphtheria, shingles, rubella, pneumococcal. It will cover aspirins and statins, and as I say, one physical exam examination. That one will not cover any doctor visitations if you are sick. Um, what else? That's basically what it covers. The other two plans are called VIP Classic, which will cost you \$19.98. And a, the Classic Elite, which will cost you \$25.48 a week. Now, no- none of these will cover any preventive care, but they will cover for hospital admission, \$500, um, \$500 per day, one day. For hospital confinement, uh, the VIP Classic will cover \$50 per day for a maximum of 30 days. And the Classic Elite will cover \$200 per day for a maximum of two days. For intensive care or, or, uh, for inten- intensive care unit, the VIP Classic will cover \$100 per day for a maximum of 20 days. And the Classic Elite will cover \$400 per day for a maximum of five days. For surgery in hospital, they both will cover \$500 per day, one time. For surgery in a physician's office, the Classic will cover \$250 two times, and the Elite will cover \$125 one time. For emergency room, the VIP Classic will cover \$50 per day two times, and the Classic Elite will cover \$350 per day one time. For physician's office visit, Classic will cover \$50 per

day four times, and the Elite will cover \$100 per day three times. Um, well, there is more benefits, but basically that's what they cover. Uh, about prescription, they both will cover, um, prescriptions and your copay will be \$10, \$20, or \$30 for generic. And, um, you will get a discount on non-genetic prescriptions. Um, and they both include the critical illness benefit rider, which is \$5,000. Well, not they both, I'm sorry, the Classic will include that, and the Elite, it won't include it. What else? The short-term disability will cost you \$4.20 per week. And the benefit amount will be \$650 per month. The benefit period will be two years and the elimination period will be seven days. The critical illness with cancer benefits, the extra one, will cost you \$2.23. And the benefit amount will be \$5,000. Eum, the 24-hour group accident will cost you \$1.97. Vision, \$2.42. Dental, \$5.40. Term life and AD&D; is 60 cents. And the behavioral health will be \$1.53. Just remember, all those are weekly deductions. Okay. Okay. Um, and the elimination period, you said is seven days, so that means if I decide I don't like it, I can just, you know, ca- cancel out. Oh, that's for the short-term disability. Okay. Um, let's say then, um, you needed surgery and you're going to be out of work for, let's say, two weeks. The first seven days, they're not going to pay for those first seven days, uh, but the rest of the time they will, the seven days, the first seven days is what they call the elimination period. Okay. But, uh, that applies only for the, to the short-term disability. Okay. So these are all weekly charges and this ends up being, like, \$25, \$30 a week? Yes. The 2-2-2... Okay, the, the Elite, the one that most covers will cost you \$25.48, uh, per week. And the Classic will be \$19.98 per week. Oh, okay. 100, 200, 300... Would you like me to send you the benefit guide to your email? Yeah, that'd be great. Yeah, I, I know it's a lot of names and numbers. And you might not be familiar with all that terminology. Yeah, I appreciate that. You're more than welcome. Just remember, you have until... Let me tell you until when. The 26th. Until the 20... Yes, sir. You're correct. You're super correct. Yes, sir. . Okay. Oops. Did I miss one? Okay, I just sent it to your email. Um, can you check your email while we are on the phone, sir? Uh, yeah. Hold on. Sure. Okay. Yeah, I got it. Oh, okay. Perfect. So, um, do you have any questions? Would you like us to review the information a little bit more deep or would you prefer to review the information yourself and call us back to enroll or would you like to enroll right now? Let me just, uh, take a quick look at it while you're... I want to make sure that- Sure. ... the file is, uh, is like intact and all that stuff. Trying to open it up. Opened it. Okay, here it is. Oh. Uh... That would be it for now. I'm going to take a look over this and I'll call back if I have any questions. Thank you so much. Sure, sir. Um, you're more- Have a good day. ... than welcome for... You as well. Have a great day. Thank you. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits Credit Card. My name is Sarah. May I have your name, please? Uh, Justin Price. I'm sorry, did you say Justin Price? Yeah. Thank you. And how may I help you? Uh, I'm just calling to inquire about the benefits. Sure, I can help with that. Open enrollment. Sure. Okay. Um, what company are you working with? Lingo Staffing. Lingo Staffing. And may I have the last four digits of your Social Security number to locate you on the system? 6894. Thank you, uh, Mr. Justin Price. And just for security purposes, sir, can you please provide your address and date of birth? Well, 701 Stokes Drive, Roanoke, Virginia. July 6th, 1987. And is your em... Your phone number 424-666-9673?

Yeah. We don't have any email address here for you. Would you like to provide us with an email address? Uh, sure. Um, V-I-R-T-Y L-I-T-T-L-E J-A-P @gmail.com. Okay. That is virtylittlejap@gmail.com. That's right. Okay. Okay. Thank you very much. Okay. Yes, your company, um, is under company open enrollment period. I am downloading the benefit guide to explain you the information. They're offering one preventive care plan, two medicals, um, addi- um, additional benefit options like short-term critical illness, 24-hour group accident, uh, vision, dental, term life, and AD&D; and behavioral health. Um, yes, that's what they're offering. You are allowed to enroll on the preventive, just the preventive, just, uh, one of the medicals, preventive and medicals. Um, only the additional benefit options, or all together. The only thing is that you're not allowed to choose both medicals. And now just to give you the prices, um, is the coverage gonna be for yourself only or somebody else at the family, like a spouse or children? Uh, only, uh, only me. Okay. So the Stay Healthy, MEC, which is the preventive care plan, will cost you \$15.91. Um, that one requires network and will cover one physical exam examination, blood pressure screenings, colonoscopy, um, diabetes, hepatitis, HIV, lung cancer screenings. Uh, it will cover aspirin, immunizations, like influenza, tetanus, diphtheria, shingles, rubella, pneumococcal. It will cover aspirins and statins, and as I say, one physical exam examination. That one will not cover any doctor visitations if you are sick. Um, what else? That's basically what it covers. The other two plans are called VIP Classic, which will cost you \$19.98. And a, the Classic Elite, which will cost you \$25.48 a week. Now, no- none of these will cover any preventive care, but they will cover for hospital admission, \$500, um, \$500 per day, one day. For hospital confinement, uh, the VIP Classic will cover \$50 per day for a maximum of 30 days. And the Classic Elite will cover \$200 per day for a maximum of two days. For intensive care or, or, uh, for inten- intensive care unit, the VIP Classic will cover \$100 per day for a maximum of 20 days. And the Classic Elite will cover \$400 per day for a maximum of five days. For surgery in hospital, they both will cover \$500 per day, one time. For surgery in a physician's office, the Classic will cover \$250 two times, and the Elite will cover \$125 one time. For emergency room, the VIP Classic will cover \$50 per day two times, and the Classic Elite will cover \$350 per day one time. For physician's office visit, Classic will cover \$50 per day four times, and the Elite will cover \$100 per day three times. Um, well, there is more benefits, but basically that's what they cover. Uh, about prescription, they both will cover, um, prescriptions and your copay will be \$10, \$20, or \$30 for generic. And, um, you will get a discount on non-genetic prescriptions. Um, and they both include the critical illness benefit rider, which is \$5,000. Well, not they both, I'm sorry, the Classic will include that, and the Elite, it won't include it. What else? The short-term disability will cost you \$4.20 per week. And the benefit amount will be \$650 per month. The benefit period will be two years and the elimination period will be seven days. The critical illness with cancer benefits, the extra one, will cost you \$2.23. And the benefit amount will be \$5,000. Eum, the 24-hour group accident will cost you \$1.97. Vision, \$2.42. Dental, \$5.40. Term life and AD&D; is 60 cents. And the behavioral health will be \$1.53. Just remember, all those are weekly deductions. Okay. Okay. Um, and the elimination period, you said is seven days, so that means if I decide I don't like it, I can just, you know, ca- cancel out. Oh, that's for the short-term disability. Okay. Um, let's say then, um, you needed surgery and you're going to be out of work for, let's say, two weeks. The first seven days, they're not going to pay for those first seven days, uh, but the rest of the time they will, the seven days, the first seven days is what they call the elimination period. Okay. But, uh, that applies only for the, to the short-term

disability. Okay. So these are all weekly charges and this ends up being, like, \$25, \$30 a week? Yes. The 2-2-2... Okay, the, the Elite, the one that most covers will cost you \$25.48, uh, per week. And the Classic will be \$19.98 per week. Oh, okay. 100, 200, 300... Would you like me to send you the benefit guide to your email? Yeah, that'd be great. Yeah, I, I know it's a lot of names and numbers. And you might not familiar with all that terminology. Yeah, I appreciate that. You're more than welcome. Just remember, you have until... Let me tell you until when. The 26th. Until the 20... Yes, sir. You're correct. You're super correct. Yes, sir. . Okay. Oops. Did I miss one? Okay, I just sent it to your email. Um, can you check your email while we are on the phone, sir? Uh, yeah. Hold on. Sure. Okay. Yeah, I got it. Oh, okay. Perfect. So, um, do you have any questions? Would you like us to review the information a little bit more deep or would you prefer to review the information yourself and call us back to enroll or would you like to enroll right now? Let me just, uh, take a quick look at it while you're... I want to make sure that- Sure. ... the file is, uh, is like intact and all that stuff. Trying to open it up. Opened it. Okay, here it is. Oh. Uh... That would be it for now. I'm going to take a look over this and I'll call back if I have any questions. Thank you so much. Sure, sir. Um, you're more- Have a good day. ... than welcome for... You as well. Have a great day. Thank you. Thank you. You're welcome. Bye-bye.