

Transcript: Sara

Marulanda-5583748405346304-4838985876062208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, yes. This is Dominic, Dominic Williams. Hello, Mr. Williams. How may I help you? I'm trying to enroll in my benefits through my employer, which is Partners Personnel, the staffing agency. Okay. May I have the last four of your Social? The last four of my Social? Yes, sir. Hello? Are you there? Yes, sir. I'm here. Yeah. The last four of my Social is 2321. Thank you very much. Mr. Dominic Williams. And just for security purposes, sir, can you please verify your address and date of birth? Uh, yes. My address is 1128 Overbrook Drive, Flowery Branch, Georgia 30542. My date of birth is 06-29-1998. And is your email dominicwilliams452@yahoo.com? Yes. And is your phone number 843-506-0366? Correct. Okay, sir. Thank you very much. Okay. Do you know what plans would you like to enroll at? Have they explained any of those plans? Uh, no, they haven't explained any of them to me. Okay. You have different options. Uh, one could be preventive care. That one will cover one physical yearly examination, virtual care in case you're sick, uh, all preventative, uh, vaccinations and physical tests like HIV, uh, cholesterol, colorectal cancer, depression, blood pressure, uh, syphilis, tuberculosis, uh, diabetes. All those screenings are covered. Um, they will cover immunizations like influenza, tetanus, diphtheria, varicella, HPV, pneumococcal, meningococcal, hepatitis. It will include, uh, FreeRx, which is prescription coverage, and for... Well, is the coverage gonna be for yourself only or somebody else at the family? Uh, only for myself. Okay. That plan will cost you \$16.80 per week. But remember, they don't co- that plan will not cover any physical doctor visitations, ER or emergency room visitations, hospital indemnity does not include on that plan. Okay. Okay. Now we got three more plans called VIP Standard, VIP Plus or VIP Prime. Those are medicals. They will cover hospital indemnity, doctor visitations, ER. They will cover a flat fee. They don't cover a percentage after a deductible. They cover just the flat fee. I'm going to explain you that. Okay. Let's say that you're going to the emergency room. VIP Standard will cover \$50 per day two times, VIP Plus will cover \$100 per day two times, and VIP Prime will cover \$150 per day two times. All right. Uh, for surgery in hospital, VIP Standard will cover \$250 per day one time, VIP Plus will cover \$1,000 per day one time. And VIP Prime will cover \$2,000 per day one time. For, um, physician's office visit, uh, VIP Standard will cover \$50 per day four times, VIP Plus will cover \$100 per day four times, and VIP Prime will cover \$150 per day four times. Can you see the difference there? Uh, yes. Do you guys, uh, do you guys offer any dental? Yes. That one will cost you \$3.63. That's per week. Uh, if you go for a preventive visitation, they will cover it 100% and they don't, uh, require deductible for preventive, like a cleaning. If you go for a basic non-surgical extraction, basic restorations like fillings, X-rays, they will cover 80% up to \$50 deductible. The annual maximum coverage will be \$500, but they won't cover any major procedure like root canals, dentures, uh, braces, crowns. Those

are not covered. Okay. But do the \$3 one, does that cover... Does the \$3 one, that does cover fillings and stuff like that, right? The \$3 one. Yes. Uh, you follow? It covers basic restoration, which is fillings, uh, cleaning, uh, basic non-surgical extractions, X-rays. Okay. Okay. So how soon can I enroll? So can I go ahead and enroll today? Yes. We can go ahead and enroll you now. Okay. Just remember you need to allow two weeks for your employer to start making deductions. Once you see the first deduction, you will receive the money by the following Monday. That's when your coverage became active and your ID cards will be sent by the end of that same week. Okay. I only want to do one coverage. I only want to do the \$3 dental. That's all. The dental? Okay, perfect. Okay. So give me just a minute. Okay. Uh, do, do, do, do. Oh, okay. Yes. So please allow one to two weeks for a, um, Partners Personnel to start making deductions. Okay. So you got me set up for only one, right? Yes. The only, the dental one? Yes, for dental. Yes, for dental. Okay. Yes, sir. And that's \$3 a week, right? That's, uh, \$3.63 per week. Okay. Thank you. That's the only one that I want. Okay. You're more than welcome, sir. Have a wonderful day, and thank you for calling Benefits in a Card. Thank you. Okay. You're welcome. Bye. Uh, hello? Hello, Mr. Williams? Hello, Mr. Williams, are you there? Hello, Mr. Williams? Hello, Mr. Williams?

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Uh, yes. This is Dominic, Dominic Williams. Hello, Mr. Williams. How may I help you? I'm trying to enroll in my benefits through my employer, which is Partners Personnel, the staffing agency. Okay. May I have the last four of your Social? The last four of my Social? Yes, sir. Hello? Are you there? Yes, sir. I'm here. Yeah. The last four of my Social is 2321. Thank you very much. Mr. Dominic Williams. And just for security purposes, sir, can you please verify your address and date of birth? Uh, yes. My address is 1128 Overbrook Drive, Flowery Branch, Georgia 30542. My date of birth is 06-29-1998. And is your email dominicwilliams452@yahoo.com? Yes. And is your phone number 843-506-0366? Correct. Okay, sir. Thank you very much. Okay. Do you know what plans would you like to enroll at? Have they explained any of those plans? Uh, no, they haven't explained any of them to me. Okay. You have different options. Uh, one could be preventive care. That one will cover one physical yearly examination, virtual care in case you're sick, uh, all preventative, uh, vaccinations and physical tests like HIV, uh, cholesterol, colorectal cancer, depression, blood pressure, uh, syphilis, tuberculosis, uh, diabetes. All those screenings are covered. Um, they will cover immunizations like influenza, tetanus, diphtheria, varicella, HPV, pneumococcal, meningococcal, hepatitis. It will include, uh, FreeRx, which is prescription coverage, and for... Well, is the coverage gonna be for yourself only or somebody else at the family? Uh, only for myself. Okay. That plan will cost you \$16.80 per week. But remember, they don't co- that plan will not cover any physical doctor visitations, ER or emergency room visitations, hospital indemnity does not include on that plan. Okay. Okay. Now we got three more plans called VIP Standard, VIP Plus or VIP Prime. Those are medicals. They will cover hospital indemnity, doctor visitations, ER. They will cover a flat fee. They don't cover a percentage after a deductible. They cover just the flat fee. I'm going to explain you that. Okay. Let's say that

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