

Transcript: Sara

Marulanda-5937592254545920-6328350392401920

Full Transcript

Your call- Hello. ... is being monitored or recorded for quality assurance purposes. Hello, may I speak with Cody Goins? You're speaking good. Hello, Mr. Goins. This is, uh, Sarah calling from Benefits in a Cart on behalf of Source Staffing. Okay. Sir, um, I already received the update on the system. You are eligible to enroll. Um, did you know what plan you would like to enroll on the... for the healthcare? Yes. On the, the healthcare, the , do it all. I'm s- I'm sorry, Mr. Goins. It is kind of breaking up. Can you repeat that for me? Uh, the healthcare, the vision, the dental. Okay. For yourself only? Uh, no. You said, my spouse. Your- yourself and your spouse. Is that correct? Yeah. Myself and my spouse, please. Okay. So we got dental, vision, and about the healthcare, which one? Remember, we have the VIP Standard, VIP Classic. We have virtu- virtual primary care. We have preventive care. I want the ones that's gonna give me, where I can use my... where I have health where I can get my vision, my vision done and everything. Okay. T- on the previews enrollment? Ma'am? Okay. I'm sorry. Because it's breaking up really bad. So you say then as you want to enroll either on the VIP or o- on which plan? All right, name of the plans again. Okay. We got VIP Classic, VIP, uh, Standard, VIP Classic, eh, Virtual Care, Virtual Primary Care and MEC TeleRx, which is preventive care. Oh. The, the medicals are VIP Standard and VIP Classic, but the Classic will cover a little bit more than the Standard. What is, uh, the Classic? How much is the Classic? Okay. The Classic for yourself and your spouse will be \$37.95 per week. Okay. And the Standard... Yes? And does... And that covers, uh, the VSP for eyes and all things? I'm sorry, sir. It's breaking up. Um, could you repeat that for me? I barely can hear what you said. That covers for VSP too, right, for like my eyes? Okay. Remember, each plan is, is, um, different and each plan is, uh, like individual. Like a... You are allowed to enroll on the, either the Classic or the Standard and add the dental and the vision. Dental will be \$8.02 for employee plus spouse. Vision is gonna be \$4.35 for employee plus the spouse. Eh, standard will be... The VIP Standard will be \$33.46 for employee plus the spouse, and the VIP Classic will be \$37.95 for employee plus the spouse. Spouse, I'm sorry. I need... How much is the Standard? \$33.46. And the Classic is 34, right? It's 37.95. It is 30... \$37.00 for the Classic. \$37.95. Yes. Uh, and how much is the other one? 33.46. Uh, \$33.46. All right, give me the, give me the Classic. Okay. Classic, eh, dental and- Yeah. ... eh, vision. Is that correct? Yeah. De- uh, dental and vision on, on it too. Okay. So in that case, the total weekly deductions are gonna be \$50.32. That's fine. \$50.32 out of my check will be fine. Okay, sir. So please allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when the coverage became active. All right. And you're gonna receive your ID cards by the end of that same week. Now, may I have, eh, your spouse first name? A what now? Eh, okay. Your, your spouse information. I need the first name. Uh, ca- can I give her the phone and she Can give you all the information? Sure. Sure, sir. Of course. All right. Here's hers.

Thank you. Hello? Hello? Hi, ma'am. Um, just, um, the information I need to add for the dependent, in this case, you. Eh, may I have your first name? Anna. A-N-N-A? Uh-huh. Any middle initial? M. M as in Mary? Yes. And your last name? It's Ermark and Marie. Second Marie? Okay. And is your last- My, my whole name is Anna Marie Goins. Okay. Got it. Perfect. And may I have your social security number? Yes, ma'am. It's 413-47-1748. 413-47-1748. Mm-hmm. And may I have your date of birth? 5/17/1985. All righty, ma'am. Thank you very much. Um, may I... Well, could you put Mr. Goins on the phone again? Say what now? Can I talk with Mr. Goins? Yes. He went in the store right now. Um, I'm waiting for him- It's okay. ... to check out. Oh. L- let me give you the information. I was just- Mm-hmm. ... eh, to let him know that the medical and vision ID cards are gonna be sent to the mailing address. The medical is gonna be sent to the email address. If you guys want a hard copy of the medical ID card, you need to give us a call once you see the first deduction. Okay. And we can request the card to be sent to your mailing address as well. Okay? Yes, ma'am. All righty, ma'am. I think that's pretty much all. Uh, do you have any questions for me? No, ma'am. That's all. Thank you. You have a great day, Ms. Eh, Goins. And thank you for answering our call from Benefits in a Cart. You too. Thank you, ma'am. Mm, bye-bye.

Conversation Format

Speaker None: Your call- Hello. ... is being monitored or recorded for quality assurance purposes. Hello, may I speak with Cody Goins? You're speaking good. Hello, Mr. Goins. This is, uh, Sarah calling from Benefits in a Cart on behalf of Source Staffing. Okay. Sir, um, I already received the update on the system. You are eligible to enroll. Um, did you know what plan you would like to enroll on the... for the healthcare? Yes. On the, the healthcare, the , do it all. I'm s- I'm sorry, Mr. Goins. It is kind of breaking up. Can you repeat that for me? Uh, the healthcare, the vision, the dental. Okay. For yourself only? Uh, no. You said, my spouse. Your- yourself and your spouse. Is that correct? Yeah. Myself and my spouse, please. Okay. So we got dental, vision, and about the healthcare, which one? Remember, we have the VIP Standard, VIP Classic. We have virtu- virtual primary care. We have preventive care. I want the ones that's gonna give me, where I can use my... where I have health where I can get my vision, my vision done and everything. Okay. T- on the previews enrollment? Ma'am? Okay. I'm sorry. Because it's breaking up really bad. So you say then as you want to enroll either on the VIP or o- on which plan? All right, name of the plans again. Okay. We got VIP Classic, VIP, uh, Standard, VIP Classic, eh, Virtual Care, Virtual Primary Care and MEC TeleRx, which is preventive care. Oh. The, the medicals are VIP Standard and VIP Classic, but the Classic will cover a little bit more than the Standard. What is, uh, the Classic? How much is the Classic? Okay. The Classic for yourself and your spouse will be \$37.95 per week. Okay. And the Standard... Yes? And does... And that covers, uh, the VSP for eyes and all things? I'm sorry, sir. It's breaking up. Um, could you repeat that for me? I barely can hear what you said. That covers for VSP too, right, for like my eyes? Okay. Remember, each plan is, is, um, different and each plan is, uh, like individual. Like a... You are allowed to enroll on the, either the Classic or the Standard and add the dental and the vision. Dental will be \$8.02 for employee plus spouse. Vision is gonna be \$4.35 for employee plus the spouse. Eh, standard will be... The VIP Standard will be \$33.46 for employee plus the spouse, and the VIP Classic

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