

Transcript: VICTORIA

Taylor-4534302502600704-4820338734579712

Full Transcript

Thank you for calling benefits in the card. This is Victoria. How can I help you? Um, yes, my name is Ms. Reed. I work for ATC Staffing. I guess this is for the medical benefits. Yes. Uh-huh. Um, how much is it or will it be for this one person, which will be my son? Okay. Um, so i- it really depends on the plan that you choose. But also we wouldn't just be able to do, to just enroll your- It would have to be- ... your son. It would have to be me and him? Yes. Uh-huh. Okay. So how many... I mean, look at the... Uh, I've been so busy I didn't even look at the different plans that they had out there, um, because I do have medical coverage but, I mean, if I have to apply for coverage for him, I'm assuming that I would have to be on the plan as well. But, um, what plans do they... is it like one or two of 'em? There's four different ones. Oh. Do you have the, uh, benefits guide? No. Okay. I- They sent me something in the mail and it was just so short and brief and it just had the number where you could call because the, uh... it looked like a little form or something that I'm supposed to fill out and that was it. I didn't get anything else. Okay. If you have a good email address, I can email you, um, a copy of the benefits guide that actually lays out all of the plans being offered- Okay. ... uh, what they cover and how much they cost. Okay. My, um, email is c as in cat, b as in boy, 788330 at gmail.com. Okay. Let me just make sure I got that right. So I got c as in cat, b as in boy, 788330 at gmail.com? Mm-hmm. Okay. All right. Well- Yeah, you can just send that over to me and I can look everything over and then make a decision. Yes, ma'am. Will do. Do you- All right. ... have any other questions? No, I just wanna see before you were saying the window close but... Or before it's too late. So the quicker that I see the plans and what the coverage and cost is, then I'll be able to call back and make my decision. Yes, ma'am. And, uh, just to verify, you are with ATC, correct? I guess it's ATC Staff... I mean Care Builders. Okay. Yes. Gotcha. Mm-hmm. I just wanted to make sure 'cause we work for a couple different staffing agencies. But I will send that information to you. Okay. All righty. You have a wonderful day. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling benefits in the card. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, my name is Ms. Reed. I work for ATC Staffing. I guess this is for the medical benefits.

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Um, how much is it or will it be for this one person, which will be my son?

Speaker speaker_0: Okay. Um, so i- it really depends on the plan that you choose. But also we wouldn't just be able to do, to just enroll your-

Speaker speaker_1: It would have to be-

Speaker speaker_0: ... your son.

Speaker speaker_1: It would have to be me and him?

Speaker speaker_0: Yes. Uh-huh.

Speaker speaker_1: Okay. So how many... I mean, look at the... Uh, I've been so busy I didn't even look at the different plans that they had out there, um, because I do have medical coverage but, I mean, if I have to apply for coverage for him, I'm assuming that I would have to be on the plan as well. But, um, what plans do they... is it like one or two of 'em?

Speaker speaker_0: There's four different ones.

Speaker speaker_1: Oh.

Speaker speaker_0: Do you have the, uh, benefits guide?

Speaker speaker_1: No.

Speaker speaker_0: Okay. I-

Speaker speaker_1: They sent me something in the mail and it was just so short and brief and it just had the number where you could call because the, uh... it looked like a little form or something that I'm supposed to fill out and that was it. I didn't get anything else.

Speaker speaker_0: Okay. If you have a good email address, I can email you, um, a copy of the benefits guide that actually lays out all of the plans being offered-

Speaker speaker_1: Okay.

Speaker speaker_0: ... uh, what they cover and how much they cost.

Speaker speaker_1: Okay. My, um, email is c as in cat, b as in boy, 788330 at gmail.com.

Speaker speaker_0: Okay. Let me just make sure I got that right. So I got c as in cat, b as in boy, 788330 at gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. All right. Well-

Speaker speaker_1: Yeah, you can just send that over to me and I can look everything over and then make a decision.

Speaker speaker_0: Yes, ma'am. Will do. Do you-

Speaker speaker_1: All right.

Speaker speaker_0: ... have any other questions?

Speaker speaker_1: No, I just wanna see before you were saying the window close but... Or before it's too late. So the quicker that I see the plans and what the coverage and cost is, then I'll be able to call back and make my decision.

Speaker speaker_0: Yes, ma'am. And, uh, just to verify, you are with ATC, correct?

Speaker speaker_1: I guess it's ATC Staff... I mean Care Builders.

Speaker speaker_0: Okay. Yes. Gotcha.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I just wanted to make sure 'cause we work for a couple different staffing agencies. But I will send that information to you.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you.