

Transcript: VICTORIA

Taylor-5314696094334976-6380560075898880

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, Victoria. My name is Crystalyn Bates. Um, you guys are now offered, um, as, I guess, like, the dental insurance for my job. Um, so I wanted to inquire about the dental plan. Um, she said the Caring10 Care Platinum PPO plan. Okay. What's the name of the agency you work for? Um, I work for Lingo Staffing. Is that the name of the agency? Yes. The... It's a staffing agency, Lingo Staffing. Lingo Staffing. Okay. Give me one second. Mm-hmm. 2 seconds. 2 seconds. Um, let's see. 2 seconds. Are you still with me? Hello? Yes, ma'am, I am. I'm sorry. You're fine. Um, so yeah, so with the dental plan being offered through your employer, um, from what I know it's, it's a pretty basic dental plan. It covers your preventative services at 100%, and then basic dental work like fillings and extractions at 80% once you meet the \$50 deductible, um, and it looks like it has an annual maximum of \$750. Um, annual maximum of \$750? So, if I sign up today, um... I'm a little slow, you gotta help me out, but it's like \$750... Wait, 'cause my paycheck's not even \$750. I'm confused. No, no, no. No. Oh. That's not how much it's gonna cost you- Oh, okay. ... that's how much they're gonna pay out. That's the annual maximum- Oh. ... for the plan. Oh, wow. Oh, okay. All right. I'll take it. Okay. Um, let me pull up your file. What's the last four of your Social? Okay. Hold on. Hold on real quick. Hold up. 5054. Oh, crap, I missed it. My baby's neurologist was calling me, I didn't even notice that. Um, but anyway, it's 5054. Okay. And, I'm sorry, your first and last name again? I am Crystalyn Bates. It's C-R-Y-S as in Sam, A-L as in lion, Y-N as in Nancy. My last name is Bates. B as in boy, A-T as in Tom, E-S. Okay. And do you mind verifying your address and date of birth? Uh, yeah. It's 16329 Edgemere Drive. Um, that's Lewisville, Texas 78660, and 801191. All right. And then phone number is the same one you're calling from? Yes. Okay. And then email is gonna be P-O-O-H-M-A-R-I09 at Gmail? Yes. Okay. Um, so I see that you're currently enrolled into the, uh, VIP Classic. Are you wanting to keep that? I don't even know what that is. So, that is our hospital indemnity plan. Um, basically, it, it provides coverage for things like if you were to be admitted to the hospital, if you have to go to the emergency room, urgent care or normal, um- Oh, I didn't even know I had that. That's amazing. Uh... Hmm, yeah, I'll keep it. Okay. Was there anything else you're wanting to add on to the enrollment, or is that it? No, that's it. Do you know how much I'm paying for that medical whatever? For the VIP Classic medical it's \$19.98, and the dental is gonna be \$5.40. So, your total weekly deduction is gonna come out to \$25.38. Oh, okay. Yeah, that's fine. Okay. So, it will take about one to two weeks for, um, the dental to be added on to your enrollment. Okay. Once you receive the, uh, first deduction being made out of your check specifically for dental, the dental coverage will start the following Monday. And then once it's active, your ID card is made and sent to you within seven to ten business days. Good. Okay, all right. That's awesome. Thank you so much. I appreciate it. Yes, ma'am. You have a

wonderful day. Uh, you too. Bye-bye. Bye-bye. Oh.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. My name is Crystalyn Bates. Um, you guys are now offered, um, as, I guess, like, the dental insurance for my job. Um, so I wanted to inquire about the dental plan. Um, she said the Caring10 Care Platinum PPO plan.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, I work for Lingo Staffing.

Speaker speaker_0: Is that the name of the agency?

Speaker speaker_1: Yes. The... It's a staffing agency, Lingo Staffing.

Speaker speaker_0: Lingo Staffing. Okay. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 2 seconds. 2 seconds. Um, let's see. 2 seconds.

Speaker speaker_0: Are you still with me?

Speaker speaker_1: Hello? Yes, ma'am, I am. I'm sorry.

Speaker speaker_0: You're fine. Um, so yeah, so with the dental plan being offered through your employer, um, from what I know it's, it's a pretty basic dental plan. It covers your preventative services at 100%, and then basic dental work like fillings and extractions at 80% once you meet the \$50 deductible, um, and it looks like it has an annual maximum of \$750.

Speaker speaker_1: Um, annual maximum of \$750? So, if I sign up today, um... I'm a little slow, you gotta help me out, but it's like \$750... Wait, 'cause my paycheck's not even \$750. I'm confused.

Speaker speaker_0: No, no, no. No.

Speaker speaker_1: Oh.

Speaker speaker_0: That's not how much it's gonna cost you-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... that's how much they're gonna pay out. That's the annual maximum-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for the plan.

Speaker speaker_1: Oh, wow. Oh, okay. All right. I'll take it.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: Okay. Hold on. Hold on real quick. Hold up. 5054. Oh, crap, I missed it. My baby's neurologist was calling me, I didn't even notice that. Um, but anyway, it's 5054.

Speaker speaker_0: Okay. And, I'm sorry, your first and last name again?

Speaker speaker_1: I am Crystalyn Bates. It's C-R-Y-S as in Sam, A-L as in lion, Y-N as in Nancy. My last name is Bates. B as in boy, A-T as in Tom, E-S.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, yeah. It's 16329 Edgemere Drive. Um, that's Lewisville, Texas 78660, and 801191.

Speaker speaker_0: All right. And then phone number is the same one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be P-O-O-H-M-A-R-I09 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I see that you're currently enrolled into the, uh, VIP Classic. Are you wanting to keep that?

Speaker speaker_1: I don't even know what that is.

Speaker speaker_0: So, that is our hospital indemnity plan. Um, basically, it, it provides coverage for things like if you were to be admitted to the hospital, if you have to go to the emergency room, urgent care or normal, um-

Speaker speaker_1: Oh, I didn't even know I had that. That's amazing. Uh... Hmm, yeah, I'll keep it.

Speaker speaker_0: Okay. Was there anything else you're wanting to add on to the enrollment, or is that it?

Speaker speaker_1: No, that's it. Do you know how much I'm paying for that medical whatever?

Speaker speaker_0: For the VIP Classic medical it's \$19.98, and the dental is gonna be \$5.40. So, your total weekly deduction is gonna come out to \$25.38.

Speaker speaker_1: Oh, okay. Yeah, that's fine.

Speaker speaker_0: Okay. So, it will take about one to two weeks for, um, the dental to be added on to your enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you receive the, uh, first deduction being made out of your check specifically for dental, the dental coverage will start the following Monday. And then once it's active, your ID card is made and sent to you within seven to ten business days.

Speaker speaker_1: Good. Okay, all right. That's awesome. Thank you so much. I appreciate it.

Speaker speaker_0: Yes, ma'am. You have a wonderful day.

Speaker speaker_1: Uh, you too. Bye-bye.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Oh.