

Transcript: VICTORIA

Taylor-5957156041441280-5639254390128640

Full Transcript

Thank you for calling Benefits Summit Products. This is Victoria. How can I help you? Hello, my name is Parrish Martin. I just started, um, a new job at Logo Class in Sturtevant, and when I got hired on, they told me that, um, if I didn't call, the lady... All right, I'm gonna go back a bit. Uh, the day I got hired, I was, the lady was supposed to call me and tell me if I wanted and let me know if I wanted to deny or accept the insurance that the company was going to take from me. She said if I didn't call, uh, it would, it would automatically be on there, and if I did call I could, uh, cancel it. But I was just trying to figure out if, 'cause I'm thinking they took the 8% out of my check last week, so I just was trying to find out how could I use the insurance 'cause I would like to use it. Okay. What's the name of the, uh, staffing agency you're working through? Oh. Oh, man. Ameri... Give me one second. Oh, my God. Hang on. I kinda found it, but, uh... How does this... I'm sorry, just give me a minute. I don't know. Okay. I have it. Well, I have it, I just got it done. Just gotta keep going. Jesus. Will I be able to... Damn, uh. Yeah, it look like I have to call back. I can't even find it. Okay. Ameritrade something? I don't know. I mean, I can try and pull you up a different way. Um, what's the last four of your Social? 10 27. Okay. And your first and last name again? Parrish. P-A-R-R-I-S-H Martin. All right. Do you mind verifying your address and date of birth? Uh, 2900 Right Avenue, lower apartment, uh, September 7th, 1975. Okay. It looks like you're coming up under Integrity Trade Services. Is that what it is? That's what it's called, yes. Okay. Um, phone number is 262-551-1182? Yes, it is. All right, and then email is first and last name 2024 at gmail.com. Yes. Okay. Give me one second. Okay, so I don't see that you're enrolled into anything as of yet, but I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand. Yeah, I haven't. She just told me that I would have, so I thought that I was already on it. Yeah, I believe it takes, uh, they... I believe they don't auto enroll you into that until 30 days from the date of your first check. Oh, but that'll be fine. Yeah, so like I said, as of right now, you're not currently enrolled. Now if you want to go ahead and enroll, we can get you enrolled, um, but it would take about one to two weeks for it to be processed through payroll, and then coverage would be active the following Monday of your first payroll deduction. Yeah, that'll, yeah, I guess we can go ahead with that. Okay. Do you know specifically what plan you're wanting to enroll into? Do you just wanna do the one that they typically automatically enroll you into, or is there a different plan? As of now, it would just be the plan that they would enroll me in. Okay. So just to kinda give you some information on that, that specific plan that they automatically enroll you into is just for your preventative healthcare, so it covers things like, um, you know, the physicals- And what- I'm sorry? I, I, I was saying it only covers, do it... Are you saying it only cover things that's concerning work? Related? No. So preventative is like anything preventing an illness or disease. Um, so that would be like your yearly physicals, vaccinations and preventative screenings. Um- Oh, yeah, I would need... I'm listening. Okay. So here's

what I'm going to do because there's, there's many plans to choose from. What I'm going to do is I'm going to send you a copy of the benefits guide so you can look over the different options. Yeah. It'll go over what they cover, you know, how much they cost and, um, some information about the different plans. And then once you decide- Yeah, 'cause my- all right, I'm listening. No, you're fine. Go ahead. Uh, yeah, I... It says... I have a cyst on my eye that I've been to the doctor twice and they busted it, but it came back and I went again and they told me they could, uh... They can, uh, do the same thing they did but it'll, it'll grow back again. They told me I need to go to a dermatologist and I said, "I guess since I'm... I would have to go to the dermatologist, I will have to pay." So I d- so I said, "If I'm insured through the job then I can probably work it out that way." Okay. So just to reiterate; again, you're not currently enrolled into anything. Mm-hmm. They will automatically enroll you into that plan that I just reviewed with you, which is for your preventative health care only. Um... Yep. So there wouldn't be any type of coverage for that, I don't believe. Um... Right. So the... What, what you're sending me, I'll be able to pick out what I need from there, right? Yeah. So the reason why I'm sending you this benefits guide is because it lays out all the plans being offered, what they cover and how much they cost so that you can pick out a specific plan that works best for you. Um... Right. And then, like, once you have an idea about that, you can just call us back and we, we can enroll you from there. I will. Thank you. You'll be sending it soon? Yes, I'm working on that now. Alrighty. So just sent that to your email, so you should get it here in a few seconds. All righty..... Is there anything else you might need help with? No, that was it. Okay. All righty. Well, like I said, I just sent that to your email so you should get it here shortly. Um, if you come up with any other questions or find out what you want to enroll into, just call us back from there. All right, I will. Thank you. Thank you. Have a good day. You as well. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Summit Products. This is Victoria. How can I help you?

Speaker speaker_1: Hello, my name is Parrish Martin. I just started, um, a new job at Logo Class in Sturtevant, and when I got hired on, they told me that, um, if I didn't call, the lady... All right, I'm gonna go back a bit. Uh, the day I got hired, I was, the lady was supposed to call me and tell me if I wanted and let me know if I wanted to deny or accept the insurance that the company was going to take from me. She said if I didn't call, uh, it would, it would automatically be on there, and if I did call I could, uh, cancel it. But I was just trying to figure out if, 'cause I'm thinking they took the 8% out of my check last week, so I just was trying to find out how could I use the insurance 'cause I would like to use it.

Speaker speaker_0: Okay. What's the name of the, uh, staffing agency you're working through?

Speaker speaker_1: Oh. Oh, man. Ameri... Give me one second. Oh, my God. Hang on. I kinda found it, but, uh... How does this... I'm sorry, just give me a minute. I don't know.

Speaker speaker_0: Okay.

Speaker speaker_1: I have it. Well, I have it, I just got it done. Just gotta keep going. Jesus. Will I be able to... Damn, uh. Yeah, it look like I have to call back. I can't even find it.

Speaker speaker_0: Okay.

Speaker speaker_1: Ameritrade something? I don't know.

Speaker speaker_0: I mean, I can try and pull you up a different way. Um, what's the last four of your Social?

Speaker speaker_1: 10 27.

Speaker speaker_0: Okay. And your first and last name again?

Speaker speaker_1: Parrish. P-A-R-R-I-S-H Martin.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2900 Right Avenue, lower apartment, uh, September 7th, 1975.

Speaker speaker_0: Okay. It looks like you're coming up under Integrity Trade Services. Is that what it is?

Speaker speaker_1: That's what it's called, yes.

Speaker speaker_0: Okay. Um, phone number is 262-551-1182?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right, and then email is first and last name 2024 at gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second. Okay, so I don't see that you're enrolled into anything as of yet, but I know that they will automatically enroll you into one of the medical plans unless you opt out beforehand.

Speaker speaker_1: Yeah, I haven't. She just told me that I would have, so I thought that I was already on it.

Speaker speaker_0: Yeah, I believe it takes, uh, they... I believe they don't auto enroll you into that until 30 days from the date of your first check.

Speaker speaker_1: Oh, but that'll be fine.

Speaker speaker_0: Yeah, so like I said, as of right now, you're not currently enrolled. Now if you want to go ahead and enroll, we can get you enrolled, um, but it would take about one to two weeks for it to be processed through payroll, and then coverage would be active the following Monday of your first payroll deduction.

Speaker speaker_1: Yeah, that'll, yeah, I guess we can go ahead with that.

Speaker speaker_0: Okay. Do you know specifically what plan you're wanting to enroll into? Do you just wanna do the one that they typically automatically enroll you into, or is there a different plan?

Speaker speaker_1: As of now, it would just be the plan that they would enroll me in.

Speaker speaker_0: Okay. So just to kinda give you some information on that, that specific plan that they automatically enroll you into is just for your preventative healthcare, so it covers things like, um, you know, the physicals-

Speaker speaker_1: And what-

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I, I, I was saying it only covers, do it... Are you saying it only cover things that's concerning work? Related?

Speaker speaker_0: No. So preventative is like anything preventing an illness or disease. Um, so that would be like your yearly physicals, vaccinations and preventative screenings. Um-

Speaker speaker_1: Oh, yeah, I would need... I'm listening.

Speaker speaker_0: Okay. So here's what I'm going to do because there's, there's many plans to choose from. What I'm going to do is I'm going to send you a copy of the benefits guide so you can look over the different options.

Speaker speaker_1: Yeah.

Speaker speaker_0: It'll go over what they cover, you know, how much they cost and, um, some information about the different plans. And then once you decide-

Speaker speaker_1: Yeah, 'cause my- all right, I'm listening.

Speaker speaker_0: No, you're fine. Go ahead.

Speaker speaker_1: Uh, yeah, I... It says... I have a cyst on my eye that I've been to the doctor twice and they busted it, but it came back and I went again and they told me they could, uh... They can, uh, do the same thing they did but it'll, it'll grow back again. They told me I need to go to a dermatologist and I said, "I guess since I'm... I would have to go to the dermatologist, I will have to pay." So I d- so I said, "If I'm insured through the job then I can probably work it out that way."

Speaker speaker_0: Okay. So just to reiterate; again, you're not currently enrolled into anything.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: They will automatically enroll you into that plan that I just reviewed with you, which is for your preventative health care only. Um...

Speaker speaker_1: Yep.

Speaker speaker_0: So there wouldn't be any type of coverage for that, I don't believe. Um...

Speaker speaker_1: Right. So the... What, what you're sending me, I'll be able to pick out what I need from there, right?

Speaker speaker_0: Yeah. So the reason why I'm sending you this benefits guide is because it lays out all the plans being offered, what they cover and how much they cost so that you can pick out a specific plan that works best for you. Um...

Speaker speaker_1: Right.

Speaker speaker_0: And then, like, once you have an idea about that, you can just call us back and we, we can enroll you from there.

Speaker speaker_1: I will. Thank you. You'll be sending it soon?

Speaker speaker_0: Yes, I'm working on that now. Alrighty. So just sent that to your email, so you should get it here in a few seconds.

Speaker speaker_1: All righty.....

Speaker speaker_0: Is there anything else you might need help with?

Speaker speaker_1: No, that was it.

Speaker speaker_0: Okay. All righty. Well, like I said, I just sent that to your email so you should get it here shortly. Um, if you come up with any other questions or find out what you want to enroll into, just call us back from there.

Speaker speaker_1: All right, I will. Thank you.

Speaker speaker_0: Thank you. Have a good day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you.