

Transcript: VICTORIA

Taylor-6025531246690304-5446475165908992

Full Transcript

... I was able to call one-ah out and that's- ... on a card. This is Victoria. How can I help you? W- um, wha- what was that? C- wha- wha- what was that? Could you please just say what the name of this? Okay, I'm sorry, um, the phone was breaking up. What was your question? Um, what is the name of the organization that you represent? What's the business? Ben- Benefits and A Card. That's the name of our company. Benefits and A Card. Okay, um- Yes, ma'am. We're- we're- Go ahead. So the name of our company is Benefits and A Card. We are benefits administrators for staffing agencies. We work for multiple staffing agencies across the states. We just administer their medical insurance. Oh. Okay. I had a link that came to my, um, to my phone and it said to inquire about the benefits that I get for... I- I have, um, started... I have started work with ManCan. Can you tell me if I can get some, um, benefits? Like, how much would that cost me, for a medical plan? Okay, let me pull up your file. What's the last four of your Social? 1512. And your first and last name? Will- Williette Simpson. All right, do you mind verifying your address and date of birth? 505 Pine Valley Drive, Apartment B5, Steubenville, 82865. And then phone number 937-581-5945? Yeah. That's my cell phone. I'm calling from it now. Okay, email's going to be WF, your last name, the number- Yeah. ... one at gmail.com. Yep, that's correct. So, there's multiple different plans being offered through ManCan. A couple different medical plans, but there's also things like dental- ... vision, um, term life. If you'd like, I can actually send you a copy- ... of the benefits guide via email. Um... Okay. It'll lay out all of the plans being offered, what they cover and how much they cost. Yes. Can I, um, get a plan that would include my, um, little- little one, my daughter? Yes, you can get a plan for employees with children. Okay, that's what I want, a plan for me and my daughter... someone who's including... you know, like, just a... like a medical plan. Like I said- So are you sure that you'd like BlueCross/Blue Shield? Yes. Okay. So a couple things. Okay. This is not going to be comparable to BlueCross/Blue Shield. This is just the insurance being offered through the staffing agency so it is not major medical. It's not going to cover a large portion of the medical bills. Um, now there is one- Well, is there dental? Is there one that covers dental? No, dental is going to be separate from medical. So there's multiple different medical plans we offer, but we also offer a dental plan. It's just- Sure. ... separate from medical. Um, I'm personally not able to suggest any plans so what I'm going to do is I'm going to send all of this information to your email. It's going to lay out each plan that we offer, what it covers for each benefit and the pricing, um, for all of our coverage levels. If you just want to do it for employee only or if you want to do it for employee plus children, the pricing will also be there for that. Yeah. Okay. First and foremost, I'm interested in dental, um, dental plan for- for the moment. Dental for me and my dependent. If... you only offer one plan for dental, did you say? Yes. The dental plan that we offer is not, uh, gonna cover any major services but it does cover, um, you know, like your preventative dental work. It also covers basic dental work like fillings and

extractions. Um- Mm-hmm. That would be covered at 80% once you meet the \$50 deductible. Um, and it looks like the most the dental plan will pay out is \$500 a year. If you do it for employee plus children it is \$8.92 a week. And if a procedure costs more than \$500, it won't pay any more? No, ma'am. Yeah, that's the most- . . . that it pays out here, \$500. Is there any kind of supplemental plan? There's not a way to increase that or any other plans that we offer. Hmm. All right, well, um, what's the name of your dental plan? Um, it is with American Public Life. Oh. All right. Um, look forward to you sending me information. I'll review it and then see what, if I can miss, what I will add. I got up until, like, 30 days to add... that. Yes. So it looks like, um, you have until the 9th of May to get enrolled. Still, any options to have, um, just like, to have better, um, dental plans? Like, options? I'm sorry, the phone connection's really bad. Um, di- are you asking if there's any other way that you can get dental with ManCan? Like, another dental plan? Hello? Yes. Another. Yeah. So, we... the- the plans that we offer for ManCan, there's only one dental plan. I'm not sure if they work with other benefits administrators. Um, that's something you'll have to check with them directly, but as far as the benefits that we administer for ManCan, there's only one dental plan. Okay. Do administer plans for, like, uh, Manpower? I'm not sure what Manpower is. That's not one of our staffing agencies. I know- Oh. ... ManCan is a staffing agency that we work for, but I'm not familiar with Manpower. Oh. A staffing agency. Okay. I'm going to thank you for your time. Yes, ma'am. Okay. Do you need help with anything else? No, thank you. Okay. You have a wonderful day. Yay. Okay, thanks. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: ... I was able to call one-ah out and that's-

Speaker speaker_1: ... on a card. This is Victoria. How can I help you?

Speaker speaker_0: W- um, wha- what was that? C- wha- wha- what was that? Could you please just say what the name of this?

Speaker speaker_1: Okay, I'm sorry, um, the phone was breaking up. What was your question?

Speaker speaker_0: Um, what is the name of the organization that you represent? What's the business?

Speaker speaker_1: Ben- Benefits and A Card. That's the name of our company.

Speaker speaker_0: Benefits and A Card. Okay, um-

Speaker speaker_1: Yes, ma'am. We're- we're-

Speaker speaker_0: Go ahead.

Speaker speaker_1: So the name of our company is Benefits and A Card. We are benefits administrators for staffing agencies. We work for multiple staffing agencies across the states. We just administer their medical insurance.

Speaker speaker_0: Oh. Okay. I had a link that came to my, um, to my phone and it said to inquire about the benefits that I get for... I- I have, um, started... I have started work with ManCan. Can you tell me if I can get some, um, benefits? Like, how much would that cost me, for a medical plan?

Speaker speaker_1: Okay, let me pull up your file. What's the last four of your Social?

Speaker speaker_0: 1512.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: Will- Williette Simpson.

Speaker speaker_1: All right, do you mind verifying your address and date of birth?

Speaker speaker_0: 505 Pine Valley Drive, Apartment B5, Steubenville, 82865.

Speaker speaker_1: And then phone number 937-581-5945?

Speaker speaker_0: Yeah. That's my cell phone. I'm calling from it now.

Speaker speaker_1: Okay, email's going to be WF, your last name, the number-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... one at gmail.com.

Speaker speaker_0: Yep, that's correct.

Speaker speaker_1: So, there's multiple different plans being offered through ManCan. A couple different medical plans, but there's also things like dental- ... vision, um, term life. If you'd like, I can actually send you a copy- ... of the benefits guide via email. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: It'll lay out all of the plans being offered, what they cover and how much they cost.

Speaker speaker_0: Yes. Can I, um, get a plan that would include my, um, little- little one, my daughter?

Speaker speaker_1: Yes, you can get a plan for employees with children.

Speaker speaker_0: Okay, that's what I want, a plan for me and my da... someone who's including... you know, like, just a... like a medical plan. Like I said-

Speaker speaker_1: So are you sure that you'd like BlueCross/Blue Shield?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So a couple things.

Speaker speaker_0: Okay.

Speaker speaker_1: This is not going to be comparable to BlueCross/Blue Shield. This is just the insurance being offered through the staffing agency so it is not major medical. It's not going to cover a large portion of the medical bills. Um, now there is one-

Speaker speaker_0: Well, is there dental? Is there one that covers dental?

Speaker speaker_1: No, dental is going to be separate from medical. So there's multiple different medical plans we offer, but we also offer a dental plan. It's just-

Speaker speaker_0: Sure.

Speaker speaker_1: ... separate from medical. Um, I'm personally not able to suggest any plans so what I'm going to do is I'm going to send all of this information to your email. It's going to lay out each plan that we offer, what it covers for each benefit and the pricing, um, for all of our coverage levels. If you just want to do it for employee only or if you want to do it for employee plus children, the pricing will also be there for that.

Speaker speaker_0: Yeah. Okay. First and foremost, I'm interested in dental, um, dental plan for- for the moment. Dental for me and my dependent. If... you only offer one plan for dental, did you say?

Speaker speaker_1: Yes. The dental plan that we offer is not, uh, gonna cover any major services but it does cover, um, you know, like your preventative dental work. It also covers basic dental work like fillings and extractions. Um-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That would be covered at 80% once you meet the \$50 deductible. Um, and it looks like the most the dental plan will pay out is \$500 a year. If you do it for employee plus children it is \$8.92 a week.

Speaker speaker_0: And if a procedure costs more than \$500, it won't pay any more?

Speaker speaker_1: No, ma'am. Yeah, that's the most-

Speaker speaker_0: .

Speaker speaker_1: ... that it pays out here, \$500.

Speaker speaker_0: Is there any kind of supplemental plan?

Speaker speaker_1: There's not a way to increase that or any other plans that we offer.

Speaker speaker_0: Hmm. All right, well, um, what's the name of your dental plan?

Speaker speaker_1: Um, it is with American Public Life.

Speaker speaker_0: Oh. All right. Um, look forward to you sending me information. I'll review it and then see what, if I can miss, what I will add. I got up until, like, 30 days to add... that.

Speaker speaker_1: Yes. So it looks like, um, you have until the 9th of May to get enrolled.

Speaker speaker_0: Still, any options to have, um, just like, to have better, um, dental plans? Like, options?

Speaker speaker_1: I'm sorry, the phone connection's really bad. Um, di- are you asking if there's any other way that you can get dental with ManCan? Like, another dental plan? Hello?

Speaker speaker_0: Yes. Another.

Speaker speaker_1: Yeah. So, we... the- the plans that we offer for ManCan, there's only one dental plan. I'm not sure if they work with other benefits administrators. Um, that's something you'll have to check with them directly, but as far as the benefits that we administer for ManCan, there's only one dental plan.

Speaker speaker_0: Okay. Do administer plans for, like, uh, Manpower?

Speaker speaker_1: I'm not sure what Manpower is. That's not one of our staffing agencies. I know-

Speaker speaker_0: Oh.

Speaker speaker_1: ... ManCan is a staffing agency that we work for, but I'm not familiar with Manpower.

Speaker speaker_0: Oh. A staffing agency. Okay. I'm going to thank you for your time.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_0: No, thank you.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_0: Yay. Okay, thanks.

Speaker speaker_1: Thank you. Bye-bye.