

Transcript: VICTORIA

Taylor-6611158503997440-4510838881730560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. How are you doing today? Good. How are you? I'm doing good. Um, I'm calling to apply for my benefits. Okay. Um, what's the name of the agency you work for? Uh, Partners Personal. And the last four of your Social? 0685. And your first and last name? Joshua Zachary. Okay. Uh, do you mind verifying your address and date of birth? Um, June 27th, 2003, and then 2750 Pontiac, Glenwood Road, Illinois 60502. Phone number is, uh, 773-551-2630? Yep. Okay. And, uh, email's gonna be first and last name 23 at gmail.com? Um, can you say that... Can you repeat that one more time? Uh, your email, is that just your first and last name 23 at gmail.com? Yeah, yeah, yeah, yeah, that's it. Okay. Do you know specifically what you're wanting to enroll into? Um... Dental for sure. That's really, that's really, um, the only one for now at least. I know I, I know I have other things, um, down the line if I need to like, like add anything else, but it's really just the dental. I want to... Well, first of it, more than anything, I want to just get more information about the dental because I see... Like, what's the, uh, who, who's the cover, who's the, uh, provider and the insurance. Okay, sure. Um, so it... Just to let you know, it looks like you have until the 18th of December to get enrolled and then outside of that, you would just have to wait for the company's open enrollment period to enroll or add on. Okay. Um, but the dental plan we offer, it is a very basic dental plan, so it's not gonna cover any major dental work like crowns or orthodontists. Um, so what it does cover, it covers your preventative dental work at 100%. Um, and then basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible. Okay. Mm-hmm. And it looks like the most that it would pay out annually is \$500. Okay. Um... What, um, what are the, um, what is the health... Who is the provider for the health? Uh- Is that on the basic plan as well or not? So I will say as far as our medical insurance, it's not considered major medical, so it's not gonna cover a large portion of the medical bills. Okay. Um, there's a few different plans to choose from. There's, uh, looks like six different medical plans to choose from, and the insurance carriers just depend on which plan that you choose. But it would either be with a 90, with 90 Degree Benefits, um, or American Public Life. Okay. Okay. Um, so, is medical, den- dental, and vision, that's all that you guys offer, correct? Oh, well, we do offer other policies like, um, short-term disability, critical illness, um, term life, and a 24-hour group accident policy, as well as a, um, prescription plan, uh, called FreeRx. So there's a couple different- And what, what is that, what is that allowed for? What is that allowable for? FreeRx is like a prescription plan. So if it's one of the covered medications, it would be free. Okay. I see, I see. Well, um- Um, if this might help, I can send you a copy of the benefits guide that actually goes over all of these plans, what they cover and how much they cost to your email. Yeah, that's, that's perfect, actually. Okay. I will send that to you there. And, uh, did you have any other questions for me?

Um, no, not... Not right now. I think I got all my questions answered. Okay. So just keep in mind, like I said, it looks like your deadline to get enrolled would be the 18th of December. So if you decide you want to get enrolled, you can just call us back and we can get you enrolled. Okay. I, I do got one question. How long does, um, does the process take for it to, um, to go through and then, like, the, uh, coverage start, like, working, like start ? Yeah. but- Um, so I know once you enroll, it can take about one to two weeks for the enrollment to be processed through your payroll. Um, and then coverage would be active the following Monday of your first payroll deduction. And then once the coverage is active, that's when the ID cards are being made. So it typically takes about seven to ten business days to get the ID cards. Okay. So I would say about two to three weeks for it to become active and then an additional seven to ten business days to get the ID cards. All right. Mm-hmm. Well, I, thank you for your, um, for your help. I hope you have a good day. You too. Thank you so much. Good. Appreciate it.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hello. How are you doing today?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: I'm doing good. Um, I'm calling to apply for my benefits.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Uh, Partners Personal.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0685.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Joshua Zachary.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Um, June 27th, 2003, and then 2750 Pontiac, Glenwood Road, Illinois 60502.

Speaker speaker_1: Phone number is, uh, 773-551-2630?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And, uh, email's gonna be first and last name 23 at gmail.com?

Speaker speaker_2: Um, can you say that... Can you repeat that one more time?

Speaker speaker_1: Uh, your email, is that just your first and last name 23 at gmail.com?

Speaker speaker_2: Yeah, yeah, yeah, yeah, that's it.

Speaker speaker_1: Okay. Do you know specifically what you're wanting to enroll into?

Speaker speaker_2: Um... Dental for sure. That's really, that's really, um, the only one for now at least. I know I, I know I have other things, um, down the line if I need to like, like add anything else, but it's really just the dental. I want to... Well, first of it, more than anything, I want to just get more information about the dental because I see... Like, what's the, uh, who, who's the cover, who's the, uh, provider and the insurance.

Speaker speaker_1: Okay, sure. Um, so it... Just to let you know, it looks like you have until the 18th of December to get enrolled and then outside of that, you would just have to wait for the company's open enrollment period to enroll or add on.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but the dental plan we offer, it is a very basic dental plan, so it's not gonna cover any major dental work like crowns or orthodontists. Um, so what it does cover, it covers your preventative dental work at 100%. Um, and then basic dental work, like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: And it looks like the most that it would pay out annually is \$500.

Speaker speaker_2: Okay. Um... What, um, what are the, um, what is the health... Who is the provider for the health?

Speaker speaker_1: Uh-

Speaker speaker_2: Is that on the basic plan as well or not?

Speaker speaker_1: So I will say as far as our medical insurance, it's not considered major medical, so it's not gonna cover a large portion of the medical bills.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, there's a few different plans to choose from. There's, uh, looks like six different medical plans to choose from, and the insurance carriers just depend on which plan that you choose. But it would either be with a 90, with 90 Degree Benefits, um, or American Public Life.

Speaker speaker_2: Okay. Okay. Um, so, is medical, den- dental, and vision, that's all that you guys offer, correct?

Speaker speaker_1: Oh, well, we do offer other policies like, um, short-term disability, critical illness, um, term life, and a 24-hour group accident policy, as well as a, um, prescription plan, uh, called FreeRx. So there's a couple different-

Speaker speaker_2: And what, what is that, what is that allowed for? What is that allowable for?

Speaker speaker_1: FreeRx is like a prescription plan. So if it's one of the covered medications, it would be free.

Speaker speaker_2: Okay. I see, I see. Well, um-

Speaker speaker_1: Um, if this might help, I can send you a copy of the benefits guide that actually goes over all of these plans, what they cover and how much they cost to your email.

Speaker speaker_2: Yeah, that's, that's perfect, actually.

Speaker speaker_1: Okay. I will send that to you there. And, uh, did you have any other questions for me?

Speaker speaker_2: Um, no, not... Not right now. I think I got all my questions answered.

Speaker speaker_1: Okay. So just keep in mind, like I said, it looks like your deadline to get enrolled would be the 18th of December. So if you decide you want to get enrolled, you can just call us back and we can get you enrolled.

Speaker speaker_2: Okay. I, I do got one question. How long does, um, does the process take for it to, um, to go through and then, like, the, uh, coverage start, like, working, like start ?

Speaker speaker_1: Yeah.

Speaker speaker_2: but-

Speaker speaker_1: Um, so I know once you enroll, it can take about one to two weeks for the enrollment to be processed through your payroll. Um, and then coverage would be active the following Monday of your first payroll deduction. And then once the coverage is active, that's when the ID cards are being made. So it typically takes about seven to ten business days to get the ID cards.

Speaker speaker_2: Okay.

Speaker speaker_1: So I would say about two to three weeks for it to become active and then an additional seven to ten business days to get the ID cards.

Speaker speaker_2: All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Well, I, thank you for your, um, for your help. I hope you have a good day.

Speaker speaker_1: You too. Thank you so much.

Speaker speaker_2: Good. Appreciate it.