

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All Benefits in a Card, this is Chris. How can I help you today? Hi, yes, I got a text message saying that I need to call you guys about enrollment. Okay. Uh, what staffing company do you work with, sir? Uh, WorkSource. WorkSource, okay. And the last four of your Social? 7154. All right. And your first and last name, sir? Colton Corn. Okay. Mr. Corn, could you verify your address and date of birth for me? 1707 Alma V- Boulevard, Van Buren, Arkansas. And my birthday is 2/15/2000. Thank you. And then, we have a phone on file of 314-1001, is that correct? Yep. Okay. Um, let's see here. Okay, yeah. Uh, so that text message may have j- just been advising that you're eligible to enroll in the health insurance benefits if you wish to do so. Um, you've got between now and November 22nd to make any decisions. We do see here- Um- ... that it looks like you already submitted an enrollment form declining all coverage. Did you say you just want to stay out of any sort of insurance from them, then? No, I, I needed to change it, and I think I did that yesterday. At least I thought- Okay. ... I did. It's possible that we just haven't received the, um, the updated form yet, then. Uh, as we, uh, it- it- it sometimes does take some time for us to get those from WorkSource. Uh, if- if you want to go ahead and set it up now, we can, or if you want to wait to see if we receive the form that you fill- that you said you filled out yesterday, uh, you can do that as well. Um, yeah. Completely up to you. How long would it take to do it over the phone r- real quick? Uh, it- it- that kind of depends on you, is if you know what you want, then we can just put- put that in and no problem, but if you have questions or- I just need basic medical insurance is all I need. So medical only, nothing else? Yep. All right, so then there are two plans that could be considered basic. There's the Stay Healthy Preventative Care Plan for \$14.33 a week, which is preventative care services only, so things like physicals, vaccines, cancer screenings and the like. Uh, and then there's the VIP Standard Plan, which is c- which covers more along the lines of, like, doctor's visits, hospital visits and things like that. Um, it just doesn't cover those Medicare- How much is that one? Uh, that one's \$17.72 a week. Let's do that one. Okay. And then, uh, just to confirm, this is for just yourself, no one else? Yep. All right. Yeah, so \$17.72 a week for that medical for just yourself. Uh, was there anything... And you said there was nothing else you wanted to enroll into? Hmm. No, I don't think so. Okay. All right, so then that's going to be, yeah, that \$17.72 a week. Do you authorize WorkSource to make those deductions? Yep. All right. Going to take about a week or two for this to process. Once processing's complete, you should start seeing those deductions coming out of your checks. Uh, the Monday following that first deduction is when the policy becomes effective. ID card will typically arrive about one to two weeks after that effective date. Um- Okay. Yes, uh, was there anything else I could help you with? Nope, I think that's it. All right. Well, if that's everything, thanks again for calling and have a good day. All right, you too. Bye now.

Conversation Format

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

Speaker speaker_1: All Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, yes, I got a text message saying that I need to call you guys about enrollment.

Speaker speaker_1: Okay. Uh, what staffing company do you work with, sir?

Speaker speaker_2: Uh, WorkSource.

Speaker speaker_1: WorkSource, okay. And the last four of your Social?

Speaker speaker_2: 7154.

Speaker speaker_1: All right. And your first and last name, sir?

Speaker speaker_2: Colton Corn.

Speaker speaker_1: Okay. Mr. Corn, could you verify your address and date of birth for me?

Speaker speaker_2: 1707 Alma V- Boulevard, Van Buren, Arkansas. And my birthday is 2/15/2000.

Speaker speaker_1: Thank you. And then, we have a phone on file of 314-1001, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, let's see here. Okay, yeah. Uh, so that text message may have j- just been advising that you're eligible to enroll in the health insurance benefits if you wish to do so. Um, you've got between now and November 22nd to make any decisions. We do see here-

Speaker speaker_2: Um-

Speaker speaker_1: ... that it looks like you already submitted an enrollment form declining all coverage. Did you say you just want to stay out of any sort of insurance from them, then?

Speaker speaker_2: No, I, I needed to change it, and I think I did that yesterday. At least I thought-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I did.

Speaker speaker_1: It's possible that we just haven't received the, um, the updated form yet, then. Uh, as we, uh, it- it- it sometimes does take some time for us to get those from WorkSource. Uh, if- if you want to go ahead and set it up now, we can, or if you want to wait to

see if we receive the form that you fill- that you said you filled out yesterday, uh, you can do that as well.

Speaker speaker_2: Um, yeah.

Speaker speaker_1: Completely up to you.

Speaker speaker_2: How long would it take to do it over the phone r- real quick?

Speaker speaker_1: Uh, it- it- that kind of depends on you, is if you know what you want, then we can just put- put that in and no problem, but if you have questions or-

Speaker speaker_2: I just need basic medical insurance is all I need.

Speaker speaker_1: So medical only, nothing else?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, so then there are two plans that could be considered basic. There's the Stay Healthy Preventative Care Plan for \$14.33 a week, which is preventative care services only, so things like physicals, vaccines, cancer screenings and the like. Uh, and then there's the VIP Standard Plan, which is c- which covers more along the lines of, like, doctor's visits, hospital visits and things like that. Um, it just doesn't cover those Medicare-

Speaker speaker_2: How much is that one?

Speaker speaker_1: Uh, that one's \$17.72 a week.

Speaker speaker_2: Let's do that one.

Speaker speaker_1: Okay. And then, uh, just to confirm, this is for just yourself, no one else?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Yeah, so \$17.72 a week for that medical for just yourself. Uh, was there anything... And you said there was nothing else you wanted to enroll into?

Speaker speaker_2: Hmm. No, I don't think so.

Speaker speaker_1: Okay. All right, so then that's going to be, yeah, that \$17.72 a week. Do you authorize WorkSource to make those deductions?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Going to take about a week or two for this to process. Once processing's complete, you should start seeing those deductions coming out of your checks. Uh, the Monday following that first deduction is when the policy becomes effective. ID card will typically arrive about one to two weeks after that effective date. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, uh, was there anything else I could help you with?

Speaker speaker_2: Nope, I think that's it.

Speaker speaker_1: All right. Well, if that's everything, thanks again for calling and have a good day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Bye now.