

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 0000. This is Chris. How can I help you today? Hey, Chris. Uh, I'm calling to, um, sign up for my benefits, medical and dental. Okay. So- What staffing company do you work with? Uh, HCC Healthcare. Okay. And the last four of your social? 0166. And your first and last name? Symira Crawford. S-Y-M-I-R-A. All right. Ms. Crawford, could you verify your address and your date of birth for me, please? Uh, 2451 West Daniels Road, uh, January 10th, 2001. Okay. And the rest of the address? I need the city, state and zip as well. Oh. Mobile, Alabama, 36605. Thank you. Phone we have on file is 251-209-3226. Is that correct? Correct. Okay. One moment. Uh, just one thing. Bear with me just a moment, ma'am. Okay. And you said you were looking to enroll in the insurance benefits? Yes. Is this for my medical- Okay. ... you know, and just, uh, dental and all that? Y- uh, yes, ma'am. HCC offers medical, dental, vision, short-term disability, critical illness, life insurance, accident coverage- Good. ... behavioral health and identity protection. Okay. Uh, what... Uh, did you have an idea of what you wanted to enroll into or did you need some information on what was available? Uh, can I see what's available here let me know? Yeah. So, again there's the... There's medical. So there's four different options, um, which, uh, that... which all cover different things. One is a preventative only options for things like physicals, vaccines and cancer screenings and nothing else. Uh, two are for more along the lines of doctor's and hospital visits for if you're sick or injured, but do not cover preventative care. And then finally, there is a plan that's kind of a combination, it'll cover both types of services in its own. Um, and then as I stated, there are additional benefits that can be added on for dental, vision, short-term disability, life insurance- Yep. ... critical illness, accident coverage, mental health services and identity protection. Okay. Well, can I just, uh, apply for, like, dental insurance? Just dental, nothing else? Yeah. I just want to hear about your dental. Okay. Yeah. Okay. So there's a s- there's a single option for dental. Um, preventative services like routine cleanings are covered at 100% with, uh, major services c- uh, like regular, like, s- simple extractions, cavity fillings, X-rays and things like that covered at 80%- Okay. ... after you've met a \$50 deductible. However, major services like surgeries, braces, root canals, crowns, anything like that's not covered by this dental plan. Okay. I can take that. All right. Is it for just yourself or are you covering anyone else? Just myself. All right. So that's \$3.64 out of your check every week. Do you authorize HCC to make those deductions? Yes. All right. It's going to take one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when the ID card sh- uh, or is when the policy should become effective with the ID card for the policy arriving about a week or two after the effective date. Okay. Thank you. So... Well, is there anything- All right. Was there any... Uh, was there anything else I could help you with? Was I

waiting on you to... You're done or I'm, I'm good? Yeah. Uh... That's, that's, that's everything we needed to do to move forward with your enrollment. Okay. Well, thank you. You're welcome. Thanks again for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 0000. This is Chris. How can I help you today?

Speaker speaker_2: Hey, Chris. Uh, I'm calling to, um, sign up for my benefits, medical and dental.

Speaker speaker_1: Okay.

Speaker speaker_2: So-

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, HCC Healthcare.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 0166.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Symira Crawford. S-Y-M-I-R-A.

Speaker speaker_1: All right. Ms. Crawford, could you verify your address and your date of birth for me, please?

Speaker speaker_2: Uh, 2451 West Daniels Road, uh, January 10th, 2001.

Speaker speaker_1: Okay. And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Oh. Mobile, Alabama, 36605.

Speaker speaker_1: Thank you. Phone we have on file is 251-209-3226. Is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. One moment.

Speaker speaker_2: Uh, just one thing.

Speaker speaker_1: Bear with me just a moment, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: And you said you were looking to enroll in the insurance benefits?

Speaker speaker_2: Yes. Is this for my medical-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you know, and just, uh, dental and all that?

Speaker speaker_1: Y- uh, yes, ma'am. HCC offers medical, dental, vision, short-term disability, critical illness, life insurance, accident coverage-

Speaker speaker_2: Good.

Speaker speaker_1: ... behavioral health and identity protection.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, what... Uh, did you have an idea of what you wanted to enroll into or did you need some information on what was available?

Speaker speaker_2: Uh, can I see what's available here let me know?

Speaker speaker_1: Yeah. So, again there's the... There's medical. So there's four different options, um, which, uh, that... which all cover different things. One is a preventative only options for things like physicals, vaccines and cancer screenings and nothing else. Uh, two are for more along the lines of doctor's and hospital visits for if you're sick or injured, but do not cover preventative care. And then finally, there is a plan that's kind of a combination, it'll cover both types of services in its own. Um, and then as I stated, there are additional benefits that can be added on for dental, vision, short-term disability, life insurance-

Speaker speaker_2: Yep.

Speaker speaker_1: ... critical illness, accident coverage, mental health services and identity protection.

Speaker speaker_2: Okay. Well, can I just, uh, apply for, like, dental insurance?

Speaker speaker_1: Just dental, nothing else?

Speaker speaker_2: Yeah. I just want to hear about your dental. Okay. Yeah.

Speaker speaker_1: Okay. So there's a s- there's a single option for dental. Um, preventative services like routine cleanings are covered at 100% with, uh, major services c- uh, like regular, like, s- simple extractions, cavity fillings, X-rays and things like that covered at 80%-

Speaker speaker_2: Okay.

Speaker speaker_1: ... after you've met a \$50 deductible. However, major services like surgeries, braces, root canals, crowns, anything like that's not covered by this dental plan.

Speaker speaker_2: Okay. I can take that.

Speaker speaker_1: All right. Is it for just yourself or are you covering anyone else?

Speaker speaker_2: Just myself.

Speaker speaker_1: All right. So that's \$3.64 out of your check every week. Do you authorize HCC to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It's going to take one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following that first deduction is when the ID card sh- uh, or is when the policy should become effective with the ID card for the policy arriving about a week or two after the effective date.

Speaker speaker_2: Okay. Thank you. So... Well, is there anything-

Speaker speaker_1: All right. Was there any... Uh, was there anything else I could help you with?

Speaker speaker_2: Was I waiting on you to... You're done or I'm, I'm good?

Speaker speaker_1: Yeah.

Speaker speaker_2: Uh...

Speaker speaker_1: That's, that's, that's everything we needed to do to move forward with your enrollment.

Speaker speaker_2: Okay. Well, thank you.

Speaker speaker_1: You're welcome. Thanks again for calling and have a good day.

Speaker speaker_2: You too.