

Transcript: Chris Sofield

(deactivated)-5123536965812224-5397601177780224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, how are you? This is... Oh. Your call has been recorded and is for quality assurance purposes. Thank you for calling Betterment Oral Health. This is Chris. This phone's so good. How can I help you today? Um, yes, I'm calling for my fiancé, Allen Tilley. He wants to add dental insurance. Is he available? Yeah. Here he is. He works for Ameristaff. Okay. Well, I- Yeah. Unfortunately, he's the only one that's able to make those kinds of changes. Okay, well, I'm right here. Okay, Mr. Tilley uh, what is the last four of your Social? It's 4859. All right, and can you verify your address and your date of birth for me please? It's January 31st, 1988, and it's- Oh, wow. ... 520 Traxler Road- Summerfield? ... Summerfield, North Carolina. Thank you. We have a phone on file of 429-1149. Is that correct? Yeah, that's it. Okay. One moment. Um, let's see here. I... So it looks like I show, uh, you, you previously had medical and dental through Ameristaff, um, and that it looks like that's, uh, that has rolled off probably due to a gap in employment. Are you working through Ameristaff again, sir? Yeah, I wa- I just started like a week ago and he told me to call but he already signed me up, said I was supposed to get medical but he said... He already put me down for medical but he said if I wanted dental I'd have to call and add that. Okay. So... That's what George told me. So, okay, so while it is true that Ameristaff does automatically enroll you into the medical plan, that's only if there hasn't... If you're, uh, uh, an entirely brand new hire, you've never worked with them before, um, and if there's ever, never been an enrollment on file in the past. Because there is an enrollment on file in the past, that automatic enrollment was not going to happen. However, because you did previously have that coverage through Ameristaff and you are now back at work with them, we can reinstate what you previously had. So we can go ahead and get you back into that medical and dental. Um, so that- Okay. Can I- ... would be \$21.10 and... Sorry, go ahead. Yeah. That's ju-... Is that just for me and just me only? Because- I- Because before I had my ex- I had my ex-wife on it and I didn't want, I don't want to have her on it. I just need it just for me and- It- ... m- for medical and dental. It'd be for you only. Yes, sir. Okay, and that dental plan, is that the best one that y'all offer or does, you know, where you have to pay the least amount out of pocket? That's the only one available. Okay. So like if I were to have to go to the dentist for a cleaning, the co-pay, how... You w- you wouldn't know how much that would have to be, would it? The only thing I can tell you, um, uh, preventative services under the dental plan offered are covered at 100%, no deductible requirement. Basic services are covered at 80% after a \$50 deductible. Um, major services are not covered at all. So things like crowns, braces, root canal, surgeries, dentures. Those, those kinds of services are not covered by the dental plan offered. You want me to pass the phone around? So if I had to get a tooth pulled, it wouldn't cover none of it? It, it depends on if it's surgical or not. If it's a simple extraction, if it's a, if it doesn't require, like if it's not a major service, then it may be covered

under the basic coverage. However, that is entirely dependent on how the dentist bills it. I c... We will, we will never understand. Like, we will never know how exactly the dentist bills it because every single dentist does it differently. Okay, and that's what? Just \$21 a week? Uh, between those two plans? Yes. Uh, \$17.62 for the medical, \$3.64 for the dental, \$21.26 total between those two. Well, I'll go ahead and keep that because that way... Because basically if I just do a preventative service like just going to get them to check my teeth and clean them or whatever, that's 100% clean, 100% covered? Preventative services, 100% covered as long as, as long as, uh... Yeah, as long as you're following the network which, uh, your ID card will have, like, information on how to locate those. Um, but yeah, so. But let's see here. So medical and dental for just yourself, \$21.26 per week. You authorize Ameristaff to make those deductions? Yeah, I do that. And, uh, could y'all send me another insurance card please? Um, yeah. We, uh, we should be able to do so. However, we are going to have to wait until the policy is effective again. Um, so let me go, let me just go over that timeline real quick. So it'll take one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks again. The Monday following the first deduction is when the policy should become effective. Uh, that will be fully reinstated. Um, I would say give a... Like once you see the first deduction, give it about... Give us a call probably Wednesday or Thursday of the following week and we should be able to pull up a copy of those ID cards and email those to you, okay? Okay. That'll be fine then. Because like I say, I don't have none of it because after the separation and stuff, everything I had is gone. All right. Was there anything else? Uh, that'll do it. All right. Thanks again for calling and have a good day. Uh-huh.

Conversation Format

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

Speaker speaker_1: Hi, how are you? This is... Oh. Your call has been recorded and is

Speaker speaker_2: for quality assurance purposes. Thank you for calling Betterment Oral Health. This is Chris.

Speaker speaker_1: This phone's so good.

Speaker speaker_2: How can I help you today?

Speaker speaker_1: Um, yes, I'm calling for my fiance, Allen Tilley. He wants to add dental insurance.

Speaker speaker_2: Is he available?

Speaker speaker_1: Yeah. Here he is. He works for Ameristaff.

Speaker speaker_2: Okay. Well, I-

Speaker speaker_1: Yeah.

Speaker speaker_2: Unfortunately, he's the only one that's able to make those kinds of changes.

Speaker speaker_1: Okay, well, I'm right here.

Speaker speaker_2: Okay, Mr. Tilley uh, what is the last four of your Social?

Speaker speaker_1: It's 4859.

Speaker speaker_2: All right, and can you verify your address and your date of birth for me please?

Speaker speaker_1: It's January 31st, 1988, and it's-

Speaker speaker_0: Oh, wow.

Speaker speaker_1: ... 520 Traxler Road-

Speaker speaker_0: Summerfield?

Speaker speaker_1: ... Summerfield, North Carolina.

Speaker speaker_2: Thank you. We have a phone on file of 429-1149. Is that correct?

Speaker speaker_1: Yeah, that's it.

Speaker speaker_2: Okay. One moment. Um, let's see here. I... So it looks like I show, uh, you, you previously had medical and dental through Ameristaff, um, and that it looks like that's, uh, that has rolled off probably due to a gap in employment. Are you working through Ameristaff again, sir?

Speaker speaker_1: Yeah, I wa- I just started like a week ago and he told me to call but he already signed me up, said I was supposed to get medical but he said... He already put me down for medical but he said if I wanted dental I'd have to call and add that.

Speaker speaker_2: Okay. So...

Speaker speaker_1: That's what George told me.

Speaker speaker_2: So, okay, so while it is true that Ameristaff does automatically enroll you into the medical plan, that's only if there hasn't... If you're, uh, uh, an entirely brand new hire, you've never worked with them before, um, and if there's ever, never been an enrollment on file in the past. Because there is an enrollment on file in the past, that automatic enrollment was not going to happen. However, because you did previously have that coverage through Ameristaff and you are now back at work with them, we can reinstate what you previously had. So we can go ahead and get you back into that medical and dental. Um, so that-

Speaker speaker_1: Okay. Can I-

Speaker speaker_2: ... would be \$21.10 and... Sorry, go ahead.

Speaker speaker_1: Yeah. That's ju-... Is that just for me and just me only? Because-

Speaker speaker_2: I-

Speaker speaker_1: Because before I had my ex- I had my ex-wife on it and I didn't want, I don't want to have her on it. I just need it just for me and-

Speaker speaker_2: It-

Speaker speaker_1: ... m- for medical and dental.

Speaker speaker_2: It'd be for you only. Yes, sir.

Speaker speaker_1: Okay, and that dental plan, is that the best one that y'all offer or does, you know, where you have to pay the least amount out of pocket?

Speaker speaker_2: That's the only one available.

Speaker speaker_1: Okay. So like if I were to have to go to the dentist for a cleaning, the co-pay, how... You w- you wouldn't know how much that would have to be, would it?

Speaker speaker_2: The only thing I can tell you, um, uh, preventative services under the dental plan offered are covered at 100%, no deductible requirement. Basic services are covered at 80% after a \$50 deductible. Um, major services are not covered at all. So things like crowns, braces, root canal, surgeries, dentures. Those, those kinds of services are not covered by the dental plan offered.

Speaker speaker_0: You want me to pass the phone around?

Speaker speaker_1: So if I had to get a tooth pulled, it wouldn't cover none of it?

Speaker speaker_2: It, it depends on if it's surgical or not. If it's a simple extraction, if it's a, if it doesn't require, like if it's not a major service, then it may be covered under the basic coverage. However, that is entirely dependent on how the dentist bills it. I c-... We will, we will never understand. Like, we will never know how exactly the dentist bills it because every single dentist does it differently.

Speaker speaker_1: Okay, and that's what? Just \$21 a week?

Speaker speaker_2: Uh, between those two plans? Yes. Uh, \$17.62 for the medical, \$3.64 for the dental, \$21.26 total between those two.

Speaker speaker_1: Well, I'll go ahead and keep that because that way... Because basically if I just do a preventative service like just going to get them to check my teeth and clean them or whatever, that's 100% clean, 100% covered?

Speaker speaker_2: Preventative services, 100% covered as long as, as long as, uh... Yeah, as long as you're following the network which, uh, your ID card will have, like, information on how to locate those. Um, but yeah, so. But let's see here. So medical and dental for just yourself, \$21.26 per week. You authorize Ameristaff to make those deductions?

Speaker speaker_1: Yeah, I do that. And, uh, could y'all send me another insurance card please?

Speaker speaker_2: Um, yeah. We, uh, we should be able to do so. However, we are going to have to wait until the policy is effective again. Um, so let me go, let me just go over that

timeline real quick. So it'll take one to two weeks for the enrollment process. Once processing is complete, you should start seeing those deductions coming out of your checks again. The Monday following the first deduction is when the policy should become effective. Uh, that will be fully reinstated. Um, I would say give a... Like once you see the first deduction, give it about... Give us a call probably Wednesday or Thursday of the following week and we should be able to pull up a copy of those ID cards and email those to you, okay?

Speaker speaker_1: Okay. That'll be fine then. Because like I say, I don't have none of it because after the separation and stuff, everything I had is gone.

Speaker speaker_2: All right. Was there anything else?

Speaker speaker_1: Uh, that'll do it.

Speaker speaker_2: All right. Thanks again for calling and have a good day.

Speaker speaker_1: Uh-huh.