

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 and a Card. This is Chris. How can I help you today? Hello. Um, I wanted to sign up for the health monthly for, um- Okay. ... dental in Longs Hills. Okay. What staffing company do you work with? Um, it's Terra Staffing. Okay. And the last four of your Social? 2109. Thank you. And then your first and last name? Uh, Sharika Farrington. Thank you. Ms. Farrington, could you verify your address and date of birth for me please? Sure. Um, it's... Uh, I'm not sure what address they have actually. 2241 Buckingham Road. Um, that's not my updated address. What, what else did you ask me for? Well, well I need the... I need the full address including city, state and zip. Okay. Garland, Texas, 75... Ooh, I can't remember. Hold on, I can look it up. Um... 75080. Okay. All right, so we have a Buckingham Road in Garland, but it is not the, uh, numbers that you read off. It's a different, different address on Buckingham. 30... 3524. You said 3524? Mm-hmm. That is- I live at both places. That's not it either. Okay, it should be 2261 or 2241. That's the address. Hm. The address that we have on file, it looks like it's 3532. Okay, yeah. Those, those are two places I did live. Okay. And sometimes, the ac- addresses, the numbers fluctuate over there for some reason. Okay. Um, what- I'm not sure why- So what is your... What is your current mailing address then? Um, you can do 39... I'm about to move. I would prefer to update that when I move because I don't want to give you the address I'm at now and then I move. But- Okay. You can put... If you have to, you have to. Uh, so- Is that something I can call and update you on? You, you can call and update that at any time. Just be aware that whenever you do call, you have to, uh, you have to verify the address that is currently on file. Um- So 3532 Buckingham. Yes. So we, we can, we can update it now so you know which address you can, you need to verify, or you can just att-... You can just try to see if you can remember the address that's currently on file right now for whenever you call back to update it. Okay. I'll, I'll text it to myself 'cause I, I really did live at both addresses, so... I will, uh, text myself that it's Buckingham Place instead of the other one. Okay. And then, uh, what is your date of birth? May 9th, 1993. Thank you. We have a phone number on file of 259-4496. Is that correct? Yes, that's correct. All right. Let's see here. Let's see here. And then you said you just wanted medical and dental? Yes. Okay. Uh, so with medical, you've got three options. You have the Stay Healthy preventive care plan which covers things like physicals, vaccines, cancer screenings and services along that nature. Oh. Um, but that's- Mm-hmm. ... that's kind of all... So that's kind of all that that plan would cover. It would not cover any sort of doctor's visits, hospital visits or anything else like that. Um- Okay. Yeah, I need regular doctor visits. I'm trying to Yeah. ... run up my insurance. Okay. And then there's also the VIP, uh, bundles, Standard and Plus. These pla- these bundles will both cover the doctor's visits, hospital visits and things like that. Um, with Plus, uh, having more coverage towards all services along with including benefits for intensive care and rehab

whereas those are not covered under Standard. Additionally, both levels of the VIP bundle will include behavioral health and virtual primary care as well for, like, Teladoc-type services. Oh, that's- Um, um, yeah. That's just what I need. Yep. So then VA- I just need to be able to go to my doctor every... Um- All right. I need to be able to see my doctor. All right. Is it for just yourself or are you covering anyone else? It's just myself. All right. So the Standard bundle is \$23.02 per week. The Plus bundle is \$36.97 per week. Which one did you want? Uh, the Plus bundle, please. Got it. And then dental is an extra \$3.63 a week. Was there anything else you wanted to enroll into? Um, I just need dental so that I can, um... Or does that cover, like, getting your cavities filled? Y- So dental will cover preventative services like routine, uh, routine cleanings and the like at 100% with no deductible requirement. And basic services, for example, being, like, cavity fillings, simple extractions and X-rays come at 80% after you've met a \$50 deductible. Okay. And when do the benefits start if I sign up today? Um, if you were to sign up today, it takes one to two weeks for everything to process. Once processing- Mm-hmm. ... is complete, you would start seeing the deductions for your plans coming out of your checks. Your policy is effective the Monday following that first deduction. Okay. Okay, yes, I would like to sign up for, um, the Plus plan and the dental please. Okay. Total between these two plans is \$40.60 per week. Do you authorize, uh, Terra Staffing or Verstella to make these deductions? Yes. All right. Okay. And I've already gone over that timeline for you, so we are good to go on. Yes. Yes, you have. All right. So was there anything else that I can help you with? Um, no, that's it. Thank you. You're welcome. Thanks again for calling and have a wonderful day. You too. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Hello. Um, I wanted to sign up for the health monthly for, um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... dental in Longs Hills.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, it's Terra Staffing.

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

Speaker speaker_2: 2109.

Speaker speaker_1: Thank you. And then your first and last name?

Speaker speaker_2: Uh, Sharika Farrington.

Speaker speaker_1: Thank you. Ms. Farrington, could you verify your address and date of birth for me please?

Speaker speaker_2: Sure. Um, it's... Uh, I'm not sure what address they have actually. 2241 Buckingham Road. Um, that's not my updated address. What, what else did you ask me for?

Speaker speaker_1: Well, well I need the... I need the full address including city, state and zip.

Speaker speaker_2: Okay. Garland, Texas, 75... Ooh, I can't remember. Hold on, I can look it up. Um... 75080.

Speaker speaker_1: Okay. All right, so we have a Buckingham Road in Garland, but it is not the, uh, numbers that you read off. It's a different, different address on Buckingham.

Speaker speaker_2: 30... 3524.

Speaker speaker_1: You said 3524?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That is-

Speaker speaker_2: I live at both places.

Speaker speaker_1: That's not it either.

Speaker speaker_2: Okay, it should be 2261 or 2241. That's the address.

Speaker speaker_1: Hm. The address that we have on file, it looks like it's 3532.

Speaker speaker_2: Okay, yeah. Those, those are two places I did live.

Speaker speaker_1: Okay.

Speaker speaker_2: And sometimes, the ac- addresses, the numbers fluctuate over there for some reason.

Speaker speaker_1: Okay. Um, what-

Speaker speaker_2: I'm not sure why-

Speaker speaker_1: So what is your... What is your current mailing address then?

Speaker speaker_2: Um, you can do 39... I'm about to move. I would prefer to update that when I move because I don't want to give you the address I'm at now and then I move. But-

Speaker speaker_1: Okay.

Speaker speaker_2: You can put... If you have to, you have to.

Speaker speaker_1: Uh, so-

Speaker speaker_2: Is that something I can call and update you on?

Speaker speaker_1: You, you can call and update that at any time. Just be aware that whenever you do call, you have to, uh, you have to verify the address that is currently on file. Um-

Speaker speaker_2: So 3532 Buckingham.

Speaker speaker_1: Yes. So we, we can, we can update it now so you know which address you can, you need to verify, or you can just att-... You can just try to see if you can remember the address that's currently on file right now for whenever you call back to update it.

Speaker speaker_2: Okay. I'll, I'll text it to myself 'cause I, I really did live at both addresses, so... I will, uh, text myself that it's Buckingham Place instead of the other one.

Speaker speaker_1: Okay. And then, uh, what is your date of birth?

Speaker speaker_2: May 9th, 1993.

Speaker speaker_1: Thank you. We have a phone number on file of 259-4496. Is that correct?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: All right. Let's see here. Let's see here. And then you said you just wanted medical and dental?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, so with medical, you've got three options. You have the Stay Healthy preventive care plan which covers things like physicals, vaccines, cancer screenings and services along that nature.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, but that's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that's kind of all... So that's kind of all that that plan would cover. It would not cover any sort of doctor's visits, hospital visits or anything else like that. Um-

Speaker speaker_2: Okay. Yeah, I need regular doctor visits. I'm trying to

Speaker speaker_3: Yeah.

Speaker speaker_2: ... run up my insurance.

Speaker speaker_1: Okay. And then there's also the VIP, uh, bundles, Standard and Plus. These pla- these bundles will both cover the doctor's visits, hospital visits and things like that. Um, with Plus, uh, having more coverage towards all services along with including benefits for intensive care and rehab whereas those are not covered under Standard. Additionally, both levels of the VIP bundle will include behavioral health and virtual primary care as well for, like, Teladoc-type services.

Speaker speaker_2: Oh, that's-

Speaker speaker_1: Um, um, yeah.

Speaker speaker_2: That's just what I need. Yep.

Speaker speaker_1: So then VA-

Speaker speaker_2: I just need to be able to go to my doctor every... Um-

Speaker speaker_1: All right.

Speaker speaker_2: I need to be able to see my doctor.

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

Speaker speaker_2: It's just myself.

Speaker speaker_1: All right. So the Standard bundle is \$23.02 per week. The Plus bundle is \$36.97 per week. Which one did you want?

Speaker speaker_2: Uh, the Plus bundle, please.

Speaker speaker_1: Got it. And then dental is an extra \$3.63 a week. Was there anything else you wanted to enroll into?

Speaker speaker_2: Um, I just need dental so that I can, um... Or does that cover, like, getting your cavities filled?

Speaker speaker_1: Y- So dental will cover preventative services like routine, uh, routine cleanings and the like at 100% with no deductible requirement. And basic services, for example, being, like, cavity fillings, simple extractions and X-rays come at 80% after you've met a \$50 deductible.

Speaker speaker_2: Okay. And when do the benefits start if I sign up today?

Speaker speaker_1: Um, if you were to sign up today, it takes one to two weeks for everything to process. Once processing-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is complete, you would start seeing the deductions for your plans coming out of your checks. Your policy is effective the Monday following that first deduction.

Speaker speaker_2: Okay. Okay, yes, I would like to sign up for, um, the Plus plan and the dental please.

Speaker speaker_1: Okay. Total between these two plans is \$40.60 per week. Do you authorize, uh, Terra Staffing or Verstella to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Okay. And I've already gone over that timeline for you, so we are good to go on.

Speaker speaker_2: Yes. Yes, you have.

Speaker speaker_1: All right. So was there anything else that I can help you with?

Speaker speaker_2: Um, no, that's it. Thank you.

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

Speaker speaker_2: You too. Bye-bye.