

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 on a Card, this is Chris. How can I help you today? Yeah, I got a question. Um, so I'm trying to... Well, I got a job with AJM at... through DTC, and they asked me if I wanted insurance. So, how does the insurance work? If you can give me more information about that? Okay, so yeah, we're the plan administrator for the health insurance benefits for DTC, uh, so- Yeah. ... you would just sign... You would sign up for whatever health insurance benefits you wish to enroll into, um, medical, dental, vision, or other policies available. Things like life insurance, short-term disability, and so forth. Um, it would- Yeah. It would take out of your paycheck to pay for the insurance premium. And when... Uh, as long as you're seeing those deductions happen, then your policy is effective and usable. Okay, so I got another question. Um, I guess, um... Watch this foot. Um, so I kind of thought that... I'm not sure. I kind of found a paper saying that if, if, um, if there's some other person, like senior person that you can put under the insurance, under that insurance. So I was just wondering, can I put my parents on there or no? No, coverage can only be for yourself, your, your spouse, or your children. Oh, I can't put my, my parents on there? No, sir. Okay, okay. So do, do I have to be married in order for me to put my, my spouse on there? Uh, let me check that, one moment. With DTC, um, you're, you're not required to be married, but if you are not married, if you want to add a domestic partner, you do need to fill out an affidavit and get that, uh, and get that notarized. Where do I get that paper from? Uh, we can send that to you. Oh, you can send it to me? Yes. Okay, so I mean, because I, I think I've seen there, like the premium... Like the, the, the very high insurance, how much is it? I think it's the Premium Plus or something like that? The VIP Plus or the- Yeah, that. ... VIP Enhanced? Yeah, that's the VIP Plus, that's the top one, right? Uh, that's the higher level of the two VIP plans. Yes, sir. Okay, so, um, how much is that per family? For family, that would be you, spouse and children? Yeah. Okay. Uh, that is \$94.80 per week. A week? Per week. Yes, sir. Okay, so can you send me that information then? The application I gotta fill out for my spouse so I can fill it out? Uh, we can email it to you. Give me just a moment. And what is your email address, sir? Oh, you send me, you send it, me... Send it out? What is your email address, sir, for me to send you that affidavit paperwork? Oh, okay. It's, um, lucaspablo189@gmail.com. You said lucaspablo189@gmail.com? Yes. Okay. All right, I'll send you that inform- that document. Um, just go ahead and fill that out along with any... Along with your actual enrollment form if you need to get that from DTC, you can, uh... But as, like, as long as that document is filled out and notarized properly, we can use that to add your domestic partner onto your insurance. Okay? Okay, so I can fill that out online, right? And then I'll just submit it to you guys, or? So the doc- the email that I'm sending you has both the document attached as well as the instructions on how to send that back to us. Okay. Okay, I'll fill it out then. All right. Anything else? No, that will be it. Thank you very much.

You're welcome. Thanks for calling and have a good day. Oh, one more question. Sorry, one more question. Um, that, uh, includes like, vision, dental, and health, and everything, right? Those, those are options. Yes, sir. But that... With that 90 some weeks, that includes all those benefits, right? No, that is medical only. Dental and vision- Oh, okay. So- ... and all the rest are opt- are optional add-ons. Okay. How about if you add like vision and dental, how much would that be? So dental is \$14.49 per, per week, and vision is \$7.62 per week. All three together would be \$116.91 per week. Okay. All right, let me fill out this, uh, information first and then I'm, I'm gonna want that VIP Plus plan. But let me fill out that paperwork first and everything, and I'll- All r- ... send it to you guys. All right. Anything else? No, that will be it for right now. Thank you very much. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. Bye now.

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 Chris. How can I help you today?

Speaker speaker_2: Yeah, I got a question. Um, so I'm trying to... Well, I got a job with AJM at... through DTC, and they asked me if I wanted insurance. So, how does the insurance work? If you can give me more information about that?

Speaker speaker_1: Okay, so yeah, we're the plan administrator for the health insurance benefits for DTC, uh, so-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you would just sign... You would sign up for whatever health insurance benefits you wish to enroll into, um, medical, dental, vision, or other policies available. Things like life insurance, short-term disability, and so forth. Um, it would-

Speaker speaker_2: Yeah.

Speaker speaker_1: It would take out of your paycheck to pay for the insurance premium. And when... Uh, as long as you're seeing those deductions happen, then your policy is effective and usable.

Speaker speaker_2: Okay, so I got another question. Um, I guess, um... Watch this foot. Um, so I kind of thought that... I'm not sure. I kind of found a paper saying that if, if, um, if there's some other person, like senior person that you can put under the insurance, under that insurance. So I was just wondering, can I put my parents on there or no?

Speaker speaker_1: No, coverage can only be for yourself, your, your spouse, or your children.

Speaker speaker_2: Oh, I can't put my, my parents on there?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay, okay. So do, do I have to be married in order for me to put my, my spouse on there?

Speaker speaker_1: Uh, let me check that, one moment. With DTC, um, you're, you're not required to be married, but if you are not married, if you want to add a domestic partner, you do need to fill out an affidavit and get that, uh, and get that notarized.

Speaker speaker_2: Where do I get that paper from?

Speaker speaker_1: Uh, we can send that to you.

Speaker speaker_2: Oh, you can send it to me?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, so I mean, because I, I think I've seen there, like the premium... Like the, the, the very high insurance, how much is it? I think it's the Premium Plus or something like that?

Speaker speaker_1: The VIP Plus or the-

Speaker speaker_2: Yeah, that.

Speaker speaker_1: ... VIP Enhanced?

Speaker speaker_2: Yeah, that's the VIP Plus, that's the top one, right?

Speaker speaker_1: Uh, that's the higher level of the two VIP plans. Yes, sir.

Speaker speaker_2: Okay, so, um, how much is that per family?

Speaker speaker_1: For family, that would be you, spouse and children?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Uh, that is \$94.80 per week.

Speaker speaker_2: A week?

Speaker speaker_1: Per week. Yes, sir.

Speaker speaker_2: Okay, so can you send me that information then? The application I gotta fill out for my spouse so I can fill it out?

Speaker speaker_1: Uh, we can email it to you. Give me just a moment. And what is your email address, sir?

Speaker speaker_2: Oh, you send me, you send it, me... Send it out?

Speaker speaker_1: What is your email address, sir, for me to send you that affidavit paperwork?

Speaker speaker_2: Oh, okay. It's, um, lucaspablo189@gmail.com.

Speaker speaker_1: You said lucaspablo189@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, I'll send you that inform- that document. Um, just go ahead and fill that out along with any... Along with your actual enrollment form if you need to get that from DTC, you can, uh... But as, like, as long as that document is filled out and notarized properly, we can use that to add your domestic partner onto your insurance. Okay?

Speaker speaker_2: Okay, so I can fill that out online, right? And then I'll just submit it to you guys, or?

Speaker speaker_1: So the doc- the email that I'm sending you has both the document attached as well as the instructions on how to send that back to us.

Speaker speaker_2: Okay. Okay, I'll fill it out then.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that will be it. Thank you very much.

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

Speaker speaker_2: Oh, one more question. Sorry, one more question. Um, that, uh, includes like, vision, dental, and health, and everything, right?

Speaker speaker_1: Those, those are options. Yes, sir.

Speaker speaker_2: But that... With that 90 some weeks, that includes all those benefits, right?

Speaker speaker_1: No, that is medical only. Dental and vision-

Speaker speaker_2: Oh, okay. So-

Speaker speaker_1: ... and all the rest are opt- are optional add-ons.

Speaker speaker_2: Okay. How about if you add like vision and dental, how much would that be?

Speaker speaker_1: So dental is \$14.49 per, per week, and vision is \$7.62 per week. All three together would be \$116.91 per week.

Speaker speaker_2: Okay. All right, let me fill out this, uh, information first and then I'm, I'm gonna want that VIP Plus plan. But let me fill out that paperwork first and everything, and I'll-

Speaker speaker_1: All r-

Speaker speaker_2: ... send it to you guys.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that will be it for right now. Thank you very much.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.