

Transcript: Chris Sofield

(deactivated)-6555344326672384-5696460456247296

Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Yes. The m- Hey, how you doing, Chris? This Derek Nash. I work through WorkSmart and they text me today about some health insurance. Okay. Um, were you looking to enroll in the insurance from them? Decline all insurance from them? How can I help? I want to, uh, enroll insurance through them. Okay. What's the last four of your Social to locate your file? 52-53. Okay. All right, Mr. Nash. Could you verify your address and date of birth for me please? My address is 201 Powell Mill Road, Spartanburg, South Carolina 29306... no, 29301. The, uh, date of birth is 01/02/1978. Thank you. I have a phone number on file for you. It's 770-231-6156, is that correct? Yes. And let's see here. Did you have an idea of what you wanted to enroll into from WorkSmart, sir? Well, no, I do not. I was just trying to see what, what was my option. Okay. So WorkSmart offers a couple of different options for you. They have, looks like, three different, um, options for medical one of which is a preventative care only plan, so it covers things like physicals, vaccines, cancer screenings, and services like that. But standard doctor's visits, and hospital visits, and prescriptions are not covered by that plan. Then there's the VIP plans, basic and classic. These plans will cover doctor's visits, hospital visits and prescriptions, but by themselves will not cover preventative care services. Th- Which would be things like physicals, vaccines, and cancer screenings. Now, if you feel like you need both types of benefits, you can enroll into both plans at the same time. Additionally, there's dental; vision; short-term disability; life insurance; critical illness; accident coverage; behavioral health; identity, and identity protection. Okay. Can you tell me how much is package is? The last one. Th- Those are, those are not packages. Those are all completely separate plans with, with their own price points. So there are 1, 2, 3, 4, 5, 6, 7, 8, 9 and 11, 12, 13... There are effectively 13 choices each with four different- ... uh, price points depending on who you're covering, how m- how many plans you're getting, um, so on and so forth. If it might be better for you, since you are within the beginning of your 30-day new hire window to enroll in the benefits, I can email a copy- Mm-hmm. ... of the information packet to you that goes over all of the plans WorkSmart offers and gives you an idea of what all is available, what kinds of services are covered, as well as give you the pricing for each plan. Yes, sir. Yes, can you do that? Okay. Be- because I'm just enrolling myself. Okay. Nobody else. Um, right. And then, uh, can you confirm, we have your email on file as nashderrick63@gmail.com? Yes. All right. So yeah, I should be able to go ahead and email that on over to you. This will be coming from info@benefitsandicard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Uh, you should be receiving this in just a couple of minutes here. Okay? All right. All right. Uh, was there anything else I could help you with for now? Um, no sir. That was all. All right then. Well, if that's everything, thank you again for calling and you have a wonderful day. All right man, you too. All right, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Yes. The m- Hey, how you doing, Chris? This Derek Nash. I work through WorkSmart and they text me today about some health insurance.

Speaker speaker_0: Okay. Um, were you looking to enroll in the insurance from them? Decline all insurance from them? How can I help?

Speaker speaker_1: I want to, uh, enroll insurance through them.

Speaker speaker_0: Okay. What's the last four of your Social to locate your file?

Speaker speaker_1: 52-53.

Speaker speaker_0: Okay. All right, Mr. Nash. Could you verify your address and date of birth for me please?

Speaker speaker_1: My address is 201 Powell Mill Road, Spartanburg, South Carolina 29306... no, 29301. The, uh, date of birth is 01/02/1978.

Speaker speaker_0: Thank you. I have a phone number on file for you. It's 770-231-6156, is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: And let's see here. Did you have an idea of what you wanted to enroll into from WorkSmart, sir?

Speaker speaker_1: Well, no, I do not. I was just trying to see what, what was my option.

Speaker speaker_0: Okay. So WorkSmart offers a couple of different options for you. They have, looks like, three different, um, options for medical one of which is a preventative care only plan, so it covers things like physicals, vaccines, cancer screenings, and services like that. But standard doctor's visits, and hospital visits, and prescriptions are not covered by that plan. Then there's the VIP plans, basic and classic. These plans will cover doctor's visits, hospital visits and prescriptions, but by themselves will not cover preventative care services. Th- Which would be things like physicals, vaccines, and cancer screenings. Now, if you feel like you need both types of benefits, you can enroll into both plans at the same time. Additionally, there's dental; vision; short-term disability; life insurance; critical illness; accident coverage; behavioral health; identity, and identity protection.

Speaker speaker_1: Okay. Can you tell me how much is package is? The last one.

Speaker speaker_0: Th- Those are, those are not packages. Those are all completely separate plans with, with their own price points. So there are 1, 2, 3, 4, 5, 6, 7, 8, 9 and 11, 12, 13... There are effectively 13 choices each with four different- ... uh, price points depending on

who you're covering, how m- how many plans you're getting, um, so on and so forth. If it might be better for you, since you are within the beginning of your 30-day new hire window to enroll in the benefits, I can email a copy-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... of the information packet to you that goes over all of the plans WorkSmart offers and gives you an idea of what all is available, what kinds of services are covered, as well as give you the pricing for each plan.

Speaker speaker_1: Yes, sir. Yes, can you do that?

Speaker speaker_0: Okay.

Speaker speaker_1: Be- because I'm just enrolling myself.

Speaker speaker_0: Okay.

Speaker speaker_1: Nobody else.

Speaker speaker_0: Um, right. And then, uh, can you confirm, we have your email on file as nashderrick63@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So yeah, I should be able to go ahead and email that on over to you. This will be coming from info@benefitsandicard.com. If you don't see this in your inbox, just check your spam folder. Might have gotten filtered there. Uh, you should be receiving this in just a couple of minutes here. Okay?

Speaker speaker_1: All right.

Speaker speaker_0: All right. Uh, was there anything else I could help you with for now?

Speaker speaker_1: Um, no sir. That was all.

Speaker speaker_0: All right then. Well, if that's everything, thank you again for calling and you have a wonderful day.

Speaker speaker_1: All right man, you too.

Speaker speaker_0: All right, bye now.