

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, uh, my name is Jared Hire. I recently got employed by Hitachi, and I was told I need to call to enroll in my health benefits. Okay, um, and what was the staffing agency? Uh, Hitachi. Well, they hire through Focus. Focus, okay, yes. And then what are the last four of your Social? Uh, 7409. And then it's Focus Workforce Management, right? Yes. I'm, I'm pretty sure anyway. Okay. When did you start with them? Um, I start Monday. Oh, you haven't started yet, okay. So- I haven't, I... So since you haven't started yet, we haven't received any of your records. We can do two things. Oh. I can either go ahead and create a file for you, but for that I do need your full Social, full date of birth, full address, all that information. If you don't feel comfortable doing that- Mm-hmm. ... over the phone, you're welcome to keep calling throughout the week to see if we have received it already. But at the moment, we don't have you in there yet. All right. Uh, well, I'm fine, uh, giving that over the phone. When... Okay. All right. So let's see. You're with Focus, and then I need your Social, please. Uh, 242- I just need one second. My computer has had a freeze. Oh, sorry. Okay, sorry. Okay, I'm ready. Uh, 242- Mm-hmm. ... 99 7409. Thank you. Okay. Actually, I do have you already. Okay. Is it Jared Ethan Michael Hire, H-I-R-E? That would be me. Okay, and then for security purposes, can you please verify your address and date of birth? Uh, my address is 102 Hensley Heights, Harrisburg, Kentucky, zip code 40330. And my date of birth is April 26, 2002. Okay, thank you. And then I have 859-613-8099 as your phone number? That is correct. And I have your first name, last name, @gmail.com. Is that up to date? Yep. Okay. All lowercase, correct? Correct. Okay. Yeah. And then, um, did you know by any chance which you wanted to be enrolled into? Um, yes. Uh, I wanted to be enrolled in the, um, Stay Healthy MEC plan. Okay. And the VIP Plus. I can do both, right? Yes, correct. Um, the- Okay, yeah. ... the Stay Healthy MEC Tele-RS is the one that would only cover, like, your annual checkups, like a physical- Mm-hmm. ... and some of that, some STD and cancer screening. But it doesn't cover any of your actual doctor visits, like urgent care- Yeah. Got it. ... um, if you go sick, hospital. The one that would is the VIP. That's why you aren't allowed to combine it. Mm-hmm. 'Cause one coverage only preventive and the VIPs only cover hospital indemnity. Yeah, that's, that's about how I understood it when I read it, so... And then did you say you wanted to do the VIP Standard or the VIP Plus? Uh, VIP Plus. Okay. With the additional short-term disability, dental, and, uh, accidents. Okay. And all under Employee Only? Yes. Okay. So I have the VIP Plus, which is your hospital indemnity plan, that covers doctor visits with sick, hospital visits with injured, urgent care, emergency room, and surgeries. That one's \$33.54 weekly. Then I have dental for \$3.64 weekly. Short-term disability for \$3.95 weekly. Group accident for \$2.01 weekly. And then the MEC Tele-RS for \$17.21 weekly, which is your preventive plan. Um, that would be a weekly deduction of \$60.35. Okay. Do you allow Focus Workforce Management to

make the weekly deduction of \$60.35? Yeah. So this is your elected... Okay. Okay, please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction of the \$60.35 come out of your paycheck, the following Monday of that very first deduction is when your plan become effective. Okay. And by that first week of active coverage, by the end of that week, either Thursday or Friday, you should be receiving your dental card and then your MEC Tele-RS card. Um, for your VIP Plus plan, normally they don't mail that card out, but if you do want a physical card, once you become active you're welcome to contact this number that Monday, and we can request it to the carrier, and if you have, like, a doctor's appointment coming up and still are waiting on your card once you're active, you can just contact us and we can send it to you digitally through your email. Okay. All righty. That'll work. And since you, um, selected group accident as one of your plans, I do need, um, a beneficiary from you. So who would you like to put down as a beneficiary? Um, that's someone who also receives the- Correct. ... Okay. Um... That's if, like, something was to happen to you, that's who would receive, um, that money and stuff. Okay. Um, let's do, uh, Melissia Martina. Mm-hmm. She is my mother. And, uh, her name's spelled differently from normal. It's, uh, M-E-L-I-S-S-A. Okay. And then, did you just want to put her down? Um, yeah. Okay. All right, I have her in there. So now you just have to wait for them to make the first deduction from your paycheck, and then that following- Okay. ... Monday, the plan becomes active. Okay. Did you have any questions regarding any of your plans? Nope. No? Okay. Well, I hope you have a great day, and now you just gotta play the waiting game. Yeah. It's usually just one or two weeks. Um, if it does take a little longer, I would just be checking your pay stubs. But if you're not so sure, you can always just contact us and we'll let you know- Okay. ... if you have been active or not. All right. Well, thank you, ma'am. And, uh, yeah, I guess that's- You're welcome. I hope you have a great day. Thank you, you too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, uh, my name is Jared Hire. I recently got employed by Hitachi, and I was told I need to call to enroll in my health benefits.

Speaker speaker_0: Okay, um, and what was the staffing agency?

Speaker speaker_1: Uh, Hitachi. Well, they hire through Focus.

Speaker speaker_0: Focus, okay, yes. And then what are the last four of your Social?

Speaker speaker_1: Uh, 7409.

Speaker speaker_0: And then it's Focus Workforce Management, right?

Speaker speaker_1: Yes. I'm, I'm pretty sure anyway.

Speaker speaker_0: Okay. When did you start with them?

Speaker speaker_1: Um, I start Monday.

Speaker speaker_0: Oh, you haven't started yet, okay. So-

Speaker speaker_1: I haven't, I...

Speaker speaker_0: So since you haven't started yet, we haven't received any of your records. We can do two things.

Speaker speaker_1: Oh.

Speaker speaker_0: I can either go ahead and create a file for you, but for that I do need your full Social, full date of birth, full address, all that information. If you don't feel comfortable doing that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... over the phone, you're welcome to keep calling throughout the week to see if we have received it already. But at the moment, we don't have you in there yet.

Speaker speaker_1: All right. Uh, well, I'm fine, uh, giving that over the phone.

Speaker speaker_0: When... Okay. All right. So let's see. You're with Focus, and then I need your Social, please.

Speaker speaker_1: Uh, 242-

Speaker speaker_0: I just need one second. My computer

Speaker speaker_2: has had a freeze.

Speaker speaker_1: Oh, sorry.

Speaker speaker_0: Okay, sorry. Okay, I'm ready.

Speaker speaker_1: Uh, 242-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 99 7409.

Speaker speaker_0: Thank you. Okay. Actually, I do have you already.

Speaker speaker_1: Okay.

Speaker speaker_0: Is it Jared Ethan Michael Hire, H-I-R-E?

Speaker speaker_1: That would be me.

Speaker speaker_0: Okay, and then for security purposes, can you please verify your address and date of birth?

Speaker speaker_1: Uh, my address is 102 Hensley Heights, Harrisburg, Kentucky, zip code 40330. And my date of birth is April 26, 2002.

Speaker speaker_0: Okay, thank you. And then I have 859-613-8099 as your phone number?

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your first name, last name, @gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay.

Speaker speaker_1: All lowercase, correct?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: And then, um, did you know by any chance which you wanted to be enrolled into?

Speaker speaker_1: Um, yes. Uh, I wanted to be enrolled in the, um, Stay Healthy MEC plan.

Speaker speaker_0: Okay.

Speaker speaker_1: And the VIP Plus. I can do both, right?

Speaker speaker_0: Yes, correct. Um, the-

Speaker speaker_1: Okay, yeah.

Speaker speaker_0: ... the Stay Healthy MEC Tele-RS is the one that would only cover, like, your annual checkups, like a physical-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and some of that, some STD and cancer screening. But it doesn't cover any of your actual doctor visits, like urgent care-

Speaker speaker_1: Yeah. Got it.

Speaker speaker_0: ... um, if you go sick, hospital. The one that would is the VIP. That's why you aren't allowed to combine it.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 'Cause one coverage only preventive and the VIPs only cover hospital indemnity.

Speaker speaker_1: Yeah, that's, that's about how I understood it when I read it, so...

Speaker speaker_0: And then did you say you wanted to do the VIP Standard or the VIP Plus?

Speaker speaker_1: Uh, VIP Plus.

Speaker speaker_0: Okay.

Speaker speaker_1: With the additional short-term disability, dental, and, uh, accidents.

Speaker speaker_0: Okay. And all under Employee Only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I have the VIP Plus, which is your hospital indemnity plan, that covers doctor visits with sick, hospital visits with injured, urgent care, emergency room, and surgeries. That one's \$33.54 weekly. Then I have dental for \$3.64 weekly. Short-term disability for \$3.95 weekly. Group accident for \$2.01 weekly. And then the MEC Tele-RS for \$17.21 weekly, which is your preventive plan. Um, that would be a weekly deduction of \$60.35.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you allow Focus Workforce Management to make the weekly deduction of \$60.35?

Speaker speaker_1: Yeah.

Speaker speaker_0: So this is your elected... Okay. Okay, please allow one or two weeks for your staffing agency to start making the first deduction. Once you see the very first deduction of the \$60.35 come out of your paycheck, the following Monday of that very first deduction is when your plan become effective.

Speaker speaker_1: Okay.

Speaker speaker_0: And by that first week of active coverage, by the end of that week, either Thursday or Friday, you should be receiving your dental card and then your MEC Tele-RS card. Um, for your VIP Plus plan, normally they don't mail that card out, but if you do want a physical card, once you become active you're welcome to contact this number that Monday, and we can request it to the carrier, and if you have, like, a doctor's appointment coming up and still are waiting on your card once you're active, you can just contact us and we can send it to you digitally through your email.

Speaker speaker_1: Okay. All righty. That'll work.

Speaker speaker_0: And since you, um, selected group accident as one of your plans, I do need, um, a beneficiary from you. So who would you like to put down as a beneficiary?

Speaker speaker_1: Um, that's someone who also receives the-

Speaker speaker_0: Correct.

Speaker speaker_1: ... Okay. Um...

Speaker speaker_0: That's if, like, something was to happen to you, that's who would receive, um, that money and stuff.

Speaker speaker_1: Okay. Um, let's do, uh, Melissia Martina.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: She is my mother. And, uh, her name's spelled differently from normal. It's, uh, M-E-L-I-S-S-A.

Speaker speaker_0: Okay. And then, did you just want to put her down?

Speaker speaker_1: Um, yeah.

Speaker speaker_0: Okay. All right, I have her in there. So now you just have to wait for them to make the first deduction from your paycheck, and then that following-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Monday, the plan becomes active.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you have any questions regarding any of your plans?

Speaker speaker_1: Nope.

Speaker speaker_0: No? Okay. Well, I hope you have a great day, and now you just gotta play the waiting game.

Speaker speaker_1: Yeah.

Speaker speaker_0: It's usually just one or two weeks. Um, if it does take a little longer, I would just be checking your pay stubs. But if you're not so sure, you can always just contact us and we'll let you know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you have been active or not.

Speaker speaker_1: All right. Well, thank you, ma'am. And, uh, yeah, I guess that's-

Speaker speaker_0: You're welcome. I hope you have a great day. Thank you, you too.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.