

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Uh, yes, I was wondering, um, do you guys offer dental? Uh, the staffing agency does offer dental as a plan. As one of the plans. I see. Uh, what staffing agency do you work for? HSS. Okay. And then what are the last four of your Social? 0116. And your first and last name, please? Henry, Robinson. For security purposes, could you verify your address and your date of birth? Uh, 32, um, 30- uh, no, I'm sorry. 6524 West Bullock Avenue. Mm-hmm. Uh, Las Vegas, Nevada 8981- 89139. Okay, thank you. And then I have, uh... I'm sorry, what was your date of birth? 01/20/71. Okay, thank you. And then I have 725-259-1726 as your phone number? Uh-huh. And I have mitchrobinson@gmail.com. Is that correct? Yes, it is. Okay, so yeah, one of the plans that they offer is dental. It looks like for the dental plan, it- for employee only, that's \$3.38 weekly. If you were to select employee and spouse that would be \$6.50. Employee and child, \$8.92 weekly. And then the family plan would be \$13.44 weekly. Okay. And then- And then- With this plan, I need some serious dental work done and let me... What's, what's the plan includes? So it's just a basic dental plan. So a preventative visit, it would cover at 100%. A basic visit would be like a cleansing of the teeth, that would be covered at 80%. Basic restorative, meaning they find a cavity and you gotta fill it, that would be covered at 80%. X-rays are also covered at 80%. And you have the annual maximum of \$500. With the dental plan, you would have to give a one-time deductible, um, depending on the level of coverage that you select. So if you choose the individual plan, you would have to give a one-time deductible of \$50. But if you were to choose the family plan, you would have to give a one-time deductible of \$150. Yeah. Uh, it doesn't sound like this is gonna cover what I need to get done. I better just wait. Yeah. I'll just wait. Um, were you looking into any of the other plans? They also offer, like, vision, term life, behavioral health, critical illness but you can't- No, I'm good. No? Okay. I'm good. Thank you, sweetheart. If you do decide to enroll, the last day that you would have to do so would be February 19th. After February 19th, you will have to wait til they're within company open enrollment to enroll into any of the benefits, if you do decide to enroll. Um, so it looks like for HS&S, I believe it's towards the ending of the year. Let me give you their month just in case you do miss. So it's from the month of October up until the month of November, their enrollment period, if you miss your personal enrollment. All right, thank you so much. You welcome. I'm gonna have a good day.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was wondering, um, do you guys offer dental?

Speaker speaker_0: Uh, the staffing agency does offer dental as a plan. As one of the plans.

Speaker speaker_1: I see.

Speaker speaker_0: Uh, what staffing agency do you work for?

Speaker speaker_1: HSS.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 0116.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Henry, Robinson.

Speaker speaker_0: For security purposes, could you verify your address and your date of birth?

Speaker speaker_1: Uh, 32, um, 30- uh, no, I'm sorry. 6524 West Bullock Avenue.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, Las Vegas, Nevada 8981- 89139.

Speaker speaker_0: Okay, thank you. And then I have, uh... I'm sorry, what was your date of birth?

Speaker speaker_1: 01/20/71.

Speaker speaker_0: Okay, thank you. And then I have 725-259-1726 as your phone number?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And I have mitchrobinson@gmail.com. Is that correct?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay, so yeah, one of the plans that they offer is dental. It looks like for the dental plan, it- for employee only, that's \$3.38 weekly. If you were to select employee and spouse that would be \$6.50. Employee and child, \$8.92 weekly. And then the family plan would be \$13.44 weekly.

Speaker speaker_1: Okay. And then-

Speaker speaker_0: And then-

Speaker speaker_1: With this plan, I need some serious dental work done and let me... What's, what's the plan includes?

Speaker speaker_0: So it's just a basic dental plan. So a preventative visit, it would cover at 100%. A basic visit would be like a cleansing of the teeth, that would be covered at 80%. Basic restorative, meaning they find a cavity and you gotta fill it, that would be covered at

80%. X-rays are also covered at 80%. And you have the annual maximum of \$500. With the dental plan, you would have to give a one-time deductible, um, depending on the level of coverage that you select. So if you choose the individual plan, you would have to give a one-time deductible of \$50. But if you were to choose the family plan, you would have to give a one-time deductible of \$150.

Speaker speaker_1: Yeah. Uh, it doesn't sound like this is gonna cover what I need to get done. I better just wait.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'll just wait.

Speaker speaker_0: Um, were you looking into any of the other plans? They also offer, like, vision, term life, behavioral health, critical illness but you can't-

Speaker speaker_1: No, I'm good.

Speaker speaker_0: No? Okay.

Speaker speaker_1: I'm good. Thank you, sweetheart.

Speaker speaker_0: If you do decide to enroll, the last day that you would have to do so would be February 19th. After February 19th, you will have to wait til they're within company open enrollment to enroll into any of the benefits, if you do decide to enroll. Um, so it looks like for HS&S, I believe it's towards the ending of the year. Let me give you their month just in case you do miss. So it's from the month of October up until the month of November, their enrollment period, if you miss your personal enrollment.

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: You welcome.

Speaker speaker_1: I'm gonna have a good day.