

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, Stephanie. How are you today. Good, thank you. How about you? I'm feeling pretty good. So, um, I actually tried, um, enrolling in my benefits because I know I had until the 30th but it wouldn't let me do it online. Oh, were there was something? Oh, I'm sorry. Can you hear me? Yes, I can hear you now. Sorry, you kind of went off. I don't know what happened. Um, but you said you were trying to enroll? I was trying to enroll online and it gave me an alert that I couldn't, but I'm like, "Hmm, wait, I have until the 30th," so... Okay, yeah. I can check. Yeah. Um, what staffing agency do you work for? Uh, Versana. And then what are the last four of your Social? Uh, 1247. Okay. And then for security purposes, can you verify your address and date of birth? Yeah, um, 3150 West Granville Avenue, Apartment 307 in Waukegan, Illinois 60085 and the birthday is February 18, 1982. Okay, thank you. 44198492, is that your phone number? Correct, yes. And then can you verify your email? Oh, yeah.

Markjohn.basta@gmail.com. All right, thank you. Okay, um, and if you want I can go ahead and do your enrollment for you. Yeah, I just wanted to make sure I was still, I was still within the window too, so yeah, you can do that. Okay, give me one second. Wait, it said that I still had an error. Okay, so did you know what you wanted to be enrolled into already? Yes, I believe I do. Let's see. So, um, let me, let me pull up that, um, what's it called, the email benefits thing here. Enrollment guide. Okay. Yeah, so I think what we wanted to, I wanted to do... So, um, real quick though, um, could you explain a little bit about the Stay Healthy MEC teleprescription and the VIP bundle? Yes. Okay, let me open that file up. Good. Because I think that's the thing I have the biggest questions on. Okay, so the Stay Healthy MEC TeleRx is only a preventative plan, meaning that plan is not going to cover... no doctor visits if sick, no hospitalization if injured, no urgent care, no emergency room, neither surgeries. It's only for those preventative visits such as, like, a physical, some vaccines, an STD and cancer screening. Um, so only for those preventative services. Okay. And like I said, that's for any actual doctor visits if you were to get sick or injured. Mm-hmm. It's only a preventative plan. That does require you to stay within the network, meaning you do have to only use the list of your doctors and clinics to be covered. Okay. You do receive prescription benefits through Medimpact and it offers virtual urgent care which offers medical assistance virtually with medical providers as well as a membership with Free Rx. Which Free Rx gives you access to the top 90% generic drugs prescribed in the US, some of them being free and some of them with a discount. Um, but like I said, it's only a preventative plan. Okay. So that one, it's going to be... Let's see. For employees only \$17.96 weekly. Then for the VIPs, being the VIP Standard bundle and the VIP Plus bundle, those two plans, it's the total opposite. So those don't cover anything that the Stay Healthy covers. So it doesn't cover a vaccine, it doesn't cover STD and cancer screening, it doesn't cover your annual check-up, like a physical. Um, it

only covers a flat fee towards those doctor visits if sick, hospitalization if injured, urgent care, emergency room and even some surgeries. So it covers what the Stay Healthy doesn't. So it's vice versa. And with these two, you're not required to stay within the network, so you can go anywhere you want as long as a provider accepts the insurance. So it really just depends on the provider if he takes it or not. Um, you do receive prescription benefits through Pharmacoville as well, which you can pay up to \$10, \$20, \$30. It just depends on the generic medication that it is. And for the non-generics, they do offer you a discount. These two plans also do include the virtual urgent care which offers medical assistance virtually with medical providers and it includes also the behavioral health and virtual primary care which... That's virtual as well. Behavioral health is virtual counseling and then the virtual primary care..... Um, this is out of the Standard and the Plus. The Standard is the most basic one because it doesn't cover your intensive care unit benefit, rehabilitation benefit, nor preventive surgery..... VIP Plus members get. Okay. And it covers... Oops, go ahead. Hold on one second, sorry. I'm just... I'm trying to find... I'm, like, having..... um, reception issues. I'm trying to find the best place to, to listen to you here. Oh, okay. Yeah, that's fine. Yeah. So, you know what? Actually, I tried stepping outside, it was worse. But, you know, I'm gonna stay in, I'm gonna stay inside. Okay. Okay. Yeah. So, okay. So we're talk, we were... Oh, um, continue, we were talking about the VIP Plus bundle. Mm-hmm. So the VIP Standard is the basic one. It doesn't include intensive care unit, rehabilitation, or preventive surgery, while the VIP Plus does cover those four areas and of course, VIP Plus covers a little bit more out of pocket towards your services. So, a good example is for surgery and physician office, the standard covers a flat fee of \$125 per day for a max of two days, while your VIP Plus will cover \$250 per day for a max of two days. Another example, for emergency room, the VIP Standard covers \$50 per day for a max of two days, while your VIP Plus bundle will cover \$100 per day for a max of two days. So, the VIP Plus covers some areas that the Standard does and it covers a little bit more towards those services. So, for the VIP Standard, that one would be for employee only, \$23.02, and for the VIP Plus it would be \$36.97. Um, I was gonna tell you that they don't offer a fourth plan that covers preventative as well as those actual doctor visits if sick. So, if you did want to get covered by your preventative services as well as your actual doctor visits if sick, you are allowed to select the Stay Healthy in one of the VIPs. You just gotta keep in mind that that would be two separate deductions from your paycheck. Right. Right. And then as for... Yeah. Mm-hmm. Outpatients... Okay. Okay. Yeah, so I think I was gonna do bo- yeah, I think just the, just to cover all my bases just in case of anything, I think I'm gonna do on the Stay h- do the Stay Healthy and just the Standard bundle. Okay. And then for employee only? Or did you wanna add a dependent? Um, we're gonna, yeah, I'm gonna add my, my, my, my two, my kids. Okay. To both of them or just one? Yeah. Uh, both of them, please. So if you add your children to the Stay Healthy plan, that's a weekly deduction of \$23.55. Mm-hmm. And if you add them to the VIP Standard bundle, that would be \$33.68. That's making a weekly deduction of \$57.23 weekly from your paycheck. Okay. Did you just want to do those two? Um, no. Then I also need, um, dental and vision as well. Okay. Um, for dental, a preventative visit is covered at 100%. Something basic like a cleaning of the teeth would be covered at 80%. Basic restorative, so if they gotta fill in a cavity, that's covered at 80%. Okay. And you have an annual maximum of \$500 with your dental plan and with the dental plan, if you do select the individual plan, you would have to pay a one-time deductible of \$50, um, for employee and children that would be \$9.59 weekly

from your paycheck. Or if you select the employee only plan, that would be \$3.63 weekly. Okay. Did you want to add your kids or did you want to enroll by yourself? Oh, no, I'll be adding my kids, yes. Okay. Um, so I have the two medical plans and dental. Did you just want to do those three or did you want to add anything else? Um, we'll also add the, um, the vision as well. We're all, we're all blind. Okay. And then for vision, that one has its co-pay, so co-pay for an eye exam that you would have to pay is \$10. Co-pay for lenses and frames is \$25 and your frame allowance is \$130. For employee and children, that would be \$4.92 weekly. Um, did you just want to add those four? Yes, well, um, let's, let's see here and then short-term disabilities. Um, you know what? We can't do... That one? Yeah. Yeah, the, I see short-term disability and the I- the term life, so... Okay. And the h- So for short-term disability, that one, elimination period is seven days, benefit amount is 90 days and the benefit amount is \$650 per month. So that would be \$3.94 weekly. And for term life, that one's term life and accidental death and dismemberment. Employees to age 64 receive \$20,000, spouse, \$2,500, children six months up to the age of 26, \$2,500, and children 14 days up to six months, \$500. Did you want to do the employee and children or employee only? Uh, the employee and children. So that one's \$2.54 weekly from your paycheck. And- Is this... And I think, I think that's it. Yeah, I, we don't need to do the Social Plus, so... Okay. Yeah. And then that one, it looks like it's coming out to be a weekly deduction of \$78.22 weekly from your paycheck. Do you allow Tara Services to make this weekly deduction? Yes. Okay. Please allow one or two weeks for your staffing agency deduction from your paycheck. Once you see the first deduction of the \$78.22 from your paycheck, the following Monday is when your coverage becomes effective. So now you just have to play the waiting game and wait for them to deduct it out of your check. Once you see it deducted, the following Monday is when your plan goes into effect and by that first or second week you should be having, um, your dental... vision and preventative card mailed out to you. Uh, when it comes to your VIP standard though, they normally don't mail that card out. So, if you do want a physical card, once you see that they deducted it out of your check, that following Monday, you're welcome to contact us to request it and, but you would have to be active for us to put in a request. Um, so your, first you're gonna get dental, vision, and then your VIP standard. And if for some reason you still don't have your card and you're waiting on them, you can always contact us and we'll email them to you electronically. Um, and if you want, you can go ahead and give me your dependents' information. Sure. What do, what do you need? Um, I need their first and last names, and then also their gender, date of birth and social. If you don't have their social right now, I can put zero for now. Okay. So yeah, all right. Let's, we'll start with my oldest. So, um, you need the, you, you need their f- their, uh, full name? Name. Mm-hmm. Yeah. Okay. So, first name is gonna be Shelby Grace, but, um, there's a space in between the two names. Okay. So, Shelby ... Okay. And then the last name is just like yours, Basa. Yep. Correct. And then, do you have her social? Uh, I can pull that up real quickly, um, but yep. Female, and then let me pull up... And then what's her date of birth? Uh, November 15th, 2005. Okay. Good. And then I'm ready for her social. Yep. Just, uh... okay. I know it starts off with 009-88-8990. Right, Shelby? Uh, correct. It's, um, 009-88-8990? Yes. Okay. Okay, thank you. And then is there a second child? Yeah. Okay, I'm ready. Okay. Her, uh, so same thing, two first names. It's, um, Suraia, S-U-R-A-I-Y-A. Mm-hmm. And then second name is Jewel, as in the, like, jewelry. Okay. And then same last name. Okay. And then her social? Oh, let me pull that one up. Just hold on. So, um, I give you... Her, her birthday is- Yep. Mm-hmm. ... um, December 17th, 2009. Okay. Sorry, I'm just... No, you're

fine. Yeah, let's see. I don't need that. I need my... Oh. Hmm. That's not... Oh, let's see here. Oh. Oh. I forgot that I didn't put... I don't claim her, but let, let's see. Let me ask her if she knows ... No. Yeah. That's fine. Yep. Do you remember your, your social? No. Oh. I have it. You have it? Yeah. Yeah. Hold on. I need it first so you can, you can get your, your bene- like, can you go get your benefits? My benefits? Well, vision and dental. Mm-hmm. What do you mean you have it? You have your card with you? Yeah. You actually have it? Yeah. Why are you carrying it? Because someone else did not want it. Oh. I don't know where I put ... It's a safe box, safe deposit box or something. So you don't wanna car- you don't wanna... Well, I know hers starts with 009 as well. Okay. 92-8512. 8582, you said? 85-12. -12. Okay. Thank you. And then for her second name, is it J-E-W-E-L? I just want to make sure. Yes. Correct. Okay. Just making sure. Yes. And then is there a third child? Not that I'm aware of. No? Okay. All right. So, I have them in there. And then, let's see. Since you selected term life, um, who did you want to put down as your beneficiary? Were you trying to add your kids or were you just... Yeah. We'll just, we'll, we'll, yeah. We'll have those two as my, but this... Um- Okay. ... y- yeah. 50/50 split is a good number. Okay. Sure. So that's a, that's a total of 100, right? Yes, sir. Correct. Mm-hmm. Yeah. Yeah. We'll j- we'll give it to them. All right. Well, now you're set. Now you just have to pay- play the waiting game and allow your staffing agency one or two weeks for them to start making the first deduction of the \$78.22 from your paycheck. And like I said, once you see that being deducted for the first time out of your check, that's when that following Monday the plan becomes active, and then that first or second week should be getting your three cards, being dental, vision and your preventative plan. And just remember that if you do want a physical card when it comes to your, like, medical plan, which is your VIP plan- Mm-hmm. ... you do have to call them in and request it. 'Cause sometimes people do forget and they're, like, waiting on it and just, they just have the electronic one forever. Um, so just keep in mind, if you do want a physical one, you do have to let us know and we'll request it for you and then you'll receive it. Okay. But we can always email it to you in the meantime. Okay. Sounds good. All right. If you d- were to want to add something different, you have until that deadline date that they gave you of the 30th. Okay. No problem. Um, so I think we, we got everything covered. Um, the important things were, you know, I can... We're, we're three blind mice here, so... All right. Sure. Well, I hope you have a great day. Have a great day. Yeah, you too. And this is- Yeah. You too. Thank you so much. Thank you. Have a nice day. You too.

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, Stephanie. How are you today.

Speaker speaker_0: Good, thank you. How about you?

Speaker speaker_1: I'm feeling pretty good. So, um, I actually tried, um, enrolling in my benefits because I know I had until the 30th but it wouldn't let me do it online. Oh, were there was something?

Speaker speaker_0: Oh, I'm sorry. Can you hear me?

Speaker speaker_1: Yes, I can hear you now.

Speaker speaker_0: Sorry, you kind of went off. I don't know what happened. Um, but you said you were trying to enroll?

Speaker speaker_1: I was trying to enroll online and it gave me an alert that I couldn't, but I'm like, "Hmm, wait, I have until the 30th," so...

Speaker speaker_0: Okay, yeah. I can check.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Uh, Versana.

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

Speaker speaker_1: Uh, 1247.

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

Speaker speaker_1: Yeah, um, 3150 West Granville Avenue, Apartment 307 in Waukegan, Illinois 60085 and the birthday is February 18, 1982.

Speaker speaker_0: Okay, thank you. 44198492, is that your phone number?

Speaker speaker_1: Correct, yes.

Speaker speaker_0: And then can you verify your email?

Speaker speaker_1: Oh, yeah. Markjohn.basta@gmail.com.

Speaker speaker_0: All right, thank you. Okay, um, and if you want I can go ahead and do your enrollment for you.

Speaker speaker_1: Yeah, I just wanted to make sure I was still, I was still within the window too, so yeah, you can do that.

Speaker speaker_0: Okay, give me one second.

Speaker speaker_1: Wait, it said that I still had an error.

Speaker speaker_0: Okay, so did you know what you wanted to be enrolled into already?

Speaker speaker_1: Yes, I believe I do. Let's see. So, um, let me, let me pull up that, um, what's it called, the email benefits thing here. Enrollment guide. Okay. Yeah, so I think what we wanted to, I wanted to do... So, um, real quick though, um, could you explain a little bit about the Stay Healthy MEC teleprescription and the VIP bundle?

Speaker speaker_0: Yes. Okay, let me open that file up.

Speaker speaker_1: Good. Because I think that's the thing I have the biggest questions on.

Speaker speaker_0: Okay, so the Stay Healthy MEC TeleRx is only a preventative plan, meaning that plan is not going to cover... no doctor visits if sick, no hospitalization if injured, no urgent care, no emergency room, neither surgeries. It's only for those preventative visits such as, like, a physical, some vaccines, an STD and cancer screening. Um, so only for those preventative services.

Speaker speaker_1: Okay.

Speaker speaker_0: And like I said, that's for any actual doctor visits if you were to get sick or injured.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's only a preventative plan. That does require you to stay within the network, meaning you do have to only use the list of your doctors and clinics to be covered.

Speaker speaker_1: Okay.

Speaker speaker_0: You do receive prescription benefits through Medimpact and it offers virtual urgent care which offers medical assistance virtually with medical providers as well as a membership with Free Rx. Which Free Rx gives you access to the top 90% generic drugs prescribed in the US, some of them being free and some of them with a discount. Um, but like I said, it's only a preventative plan.

Speaker speaker_1: Okay.

Speaker speaker_0: So that one, it's going to be... Let's see. For employees only \$17.96 weekly. Then for the VIPs, being the VIP Standard bundle and the VIP Plus bundle, those two plans, it's the total opposite. So those don't cover anything that the Stay Healthy covers. So it doesn't cover a vaccine, it doesn't cover STD and cancer screening, it doesn't cover your annual check-up, like a physical. Um, it only covers a flat fee towards those doctor visits if sick, hospitalization if injured, urgent care, emergency room and even some surgeries. So it covers what the Stay Healthy doesn't. So it's vice versa. And with these two, you're not required to stay within the network, so you can go anywhere you want as long as a provider accepts the insurance. So it really just depends on the provider if he takes it or not. Um, you do receive prescription benefits through Pharmacoville as well, which you can pay up to \$10, \$20, \$30. It just depends on the generic medication that it is. And for the non-generics, they do offer you a discount. These two plans also do include the virtual urgent care which offers medical assistance virtually with medical providers and it includes also the behavioral health and virtual primary care which... That's virtual as well. Behavioral health is virtual counseling and then the virtual primary care..... Um, this is out of the Standard and the Plus. The Standard is the most basic one because it doesn't cover your intensive care unit benefit, rehabilitation benefit, nor preventive surgery..... VIP Plus members get.

Speaker speaker_1: Okay.

Speaker speaker_0: And it covers... Oops, go ahead.

Speaker speaker_1: Hold on one second, sorry. I'm just... I'm trying to find... I'm, like, having..... um, reception issues. I'm trying to find the best place to, to listen to you here.

Speaker speaker_0: Oh, okay. Yeah, that's fine.

Speaker speaker_1: Yeah. So, you know what? Actually, I tried stepping outside, it was worse. But, you know, I'm gonna stay in, I'm gonna stay inside.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: Yeah. So, okay. So we're talk, we were... Oh, um, continue, we were talking about the VIP Plus bundle.

Speaker speaker_0: Mm-hmm. So the VIP Standard is the basic one. It doesn't include intensive care unit, rehabilitation, or preventive surgery, while the VIP Plus does cover those four areas and of course, VIP Plus covers a little bit more out of pocket towards your services. So, a good example is for surgery and physician office, the standard covers a flat fee of \$125 per day for a max of two days, while your VIP Plus will cover \$250 per day for a max of two days. Another example, for emergency room, the VIP Standard covers \$50 per day for a max of two days, while your VIP Plus bundle will cover \$100 per day for a max of two days. So, the VIP Plus covers some areas that the Standard does and it covers a little bit more towards those services. So, for the VIP Standard, that one would be for employee only, \$23.02, and for the VIP Plus it would be \$36.97. Um, I was gonna tell you that they don't offer a fourth plan that covers preventative as well as those actual doctor visits if sick. So, if you did want to get covered by your preventative services as well as your actual doctor visits if sick, you are allowed to select the Stay Healthy in one of the VIPs. You just gotta keep in mind that that would be two separate deductions from your paycheck.

Speaker speaker_1: Right. Right. And then as for...

Speaker speaker_0: Yeah. Mm-hmm.

Speaker speaker_1: Outpatients... Okay. Okay. Yeah, so I think I was gonna do bo- yeah, I think just the, just to cover all my bases just in case of anything, I think I'm gonna do on the Stay h- do the Stay Healthy and just the Standard bundle.

Speaker speaker_0: Okay. And then for employee only? Or did you wanna add a dependent?

Speaker speaker_1: Um, we're gonna, yeah, I'm gonna add my, my, my, my two, my kids.

Speaker speaker_0: Okay. To both of them or just one?

Speaker speaker_1: Yeah. Uh, both of them, please.

Speaker speaker_0: So if you add your children to the Stay Healthy plan, that's a weekly deduction of \$23.55.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And if you add them to the VIP Standard bundle, that would be \$33.68. That's making a weekly deduction of \$57.23 weekly from your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you just want to do those two?

Speaker speaker_1: Um, no. Then I also need, um, dental and vision as well.

Speaker speaker_0: Okay. Um, for dental, a preventative visit is covered at 100%. Something basic like a cleaning of the teeth would be covered at 80%. Basic restorative, so if they gotta fill in a cavity, that's covered at 80%.

Speaker speaker_1: Okay.

Speaker speaker_0: And you have an annual maximum of \$500 with your dental plan and with the dental plan, if you do select the individual plan, you would have to pay a one-time deductible of \$50, um, for employee and children that would be \$9.59 weekly from your paycheck. Or if you select the employee only plan, that would be \$3.63 weekly.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want to add your kids or did you want to enroll by yourself?

Speaker speaker_1: Oh, no, I'll be adding my kids, yes.

Speaker speaker_0: Okay. Um, so I have the two medical plans and dental. Did you just want to do those three or did you want to add anything else?

Speaker speaker_1: Um, we'll also add the, um, the vision as well. We're all, we're all blind.

Speaker speaker_0: Okay. And then for vision, that one has its co-pay, so co-pay for an eye exam that you would have to pay is \$10. Co-pay for lenses and frames is \$25 and your frame allowance is \$130. For employee and children, that would be \$4.92 weekly. Um, did you just want to add those four?

Speaker speaker_1: Yes, well, um, let's, let's see here and then short-term disabilities. Um, you know what? We can't do...

Speaker speaker_0: That one? Yeah.

Speaker speaker_1: Yeah, the, I see short-term disability and the I- the term life, so...

Speaker speaker_0: Okay.

Speaker speaker_1: And the h-

Speaker speaker_0: So for short-term disability, that one, elimination period is seven days, benefit amount is 90 days and the benefit amount is \$650 per month. So that would be \$3.94 weekly. And for term life, that one's term life and accidental death and dismemberment. Employees to age 64 receive \$20,000, spouse, \$2,500, children six months up to the age of 26, \$2,500, and children 14 days up to six months, \$500. Did you want to do the employee and children or employee only?

Speaker speaker_1: Uh, the employee and children.

Speaker speaker_0: So that one's \$2.54 weekly from your paycheck. And-

Speaker speaker_1: Is this... And I think, I think that's it. Yeah, I, we don't need to do the Social Plus, so...

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then that one, it looks like it's coming out to be a weekly deduction of \$78.22 weekly from your paycheck. Do you allow Tara Services to make this weekly deduction?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one or two weeks for your staffing agency deduction from your paycheck. Once you see the first deduction of the \$78.22 from your paycheck, the following Monday is when your coverage becomes effective. So now you just have to play the waiting game and wait for them to deduct it out of your check. Once you see it deducted, the following Monday is when your plan goes into effect and by that first or second week you should be having, um, your dental-... vision and preventative card mailed out to you. Uh, when it comes to your VIP standard though, they normally don't mail that card out. So, if you do want a physical card, once you see that they deducted it out of your check, that following Monday, you're welcome to contact us to request it and, but you would have to be active for us to put in a request. Um, so your, first you're gonna get dental, vision, and then your VIP standard. And if for some reason you still don't have your card and you're waiting on them, you can always contact us and we'll email them to you electronically. Um, and if you want, you can go ahead and give me your dependents' information.

Speaker speaker_1: Sure. What do, what do you need?

Speaker speaker_0: Um, I need their first and last names, and then also their gender, date of birth and social. If you don't have their social right now, I can put zero for now.

Speaker speaker_1: Okay. So yeah, all right. Let's, we'll start with my oldest. So, um, you need the, you, you need their f- their, uh, full name?

Speaker speaker_0: Name. Mm-hmm.

Speaker speaker_1: Yeah. Okay. So, first name is gonna be Shelby Grace, but, um, there's a space in between the two names.

Speaker speaker_0: Okay.

Speaker speaker_1: So, Shelby ...

Speaker speaker_0: Okay. And then the last name is just like yours, Basa.

Speaker speaker_1: Yep. Correct.

Speaker speaker_0: And then, do you have her social?

Speaker speaker_1: Uh, I can pull that up real quickly, um, but yep. Female, and then let me pull up...

Speaker speaker_0: And then what's her date of birth?

Speaker speaker_1: Uh, November 15th, 2005.

Speaker speaker_0: Okay. Good. And then I'm ready for her social.

Speaker speaker_1: Yep. Just, uh... okay. I know it starts off with 009-88-8990. Right, Shelby?

Speaker speaker_2: Uh, correct.

Speaker speaker_1: It's, um, 009-88-8990?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, thank you. And then is there a second child?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, I'm ready.

Speaker speaker_1: Okay. Her, uh, so same thing, two first names. It's, um, Suraia, S-U-R-A-I-Y-A.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then second name is Jewel, as in the, like, jewelry.

Speaker speaker_0: Okay.

Speaker speaker_1: And then same last name.

Speaker speaker_0: Okay. And then her social?

Speaker speaker_1: Oh, let me pull that one up. Just hold on. So, um, I give you... Her, her birthday is-

Speaker speaker_0: Yep. Mm-hmm.

Speaker speaker_1: ... um, December 17th, 2009.

Speaker speaker_0: Okay.

Speaker speaker_1: Sorry, I'm just...

Speaker speaker_0: No, you're fine.

Speaker speaker_1: Yeah, let's see. I don't need that. I need my... Oh. Hmm. That's not... Oh, let's see here. Oh. Oh. I forgot that I didn't put... I don't claim her, but let, let's see. Let me ask her if she knows ...

Speaker speaker_2: No. Yeah. That's fine.

Speaker speaker_1: Yep. Do you remember your, your social?

Speaker speaker_2: No.

Speaker speaker_1: Oh.

Speaker speaker_2: I have it.

Speaker speaker_1: You have it?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hold on.

Speaker speaker_1: I need it first so you can, you can get your, your bene- like, can you go get your benefits?

Speaker speaker_2: My benefits?

Speaker speaker_1: Well, vision and dental.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What do you mean you have it? You have your card with you?

Speaker speaker_2: Yeah.

Speaker speaker_1: You actually have it?

Speaker speaker_2: Yeah.

Speaker speaker_1: Why are you carrying it?

Speaker speaker_2: Because someone else did not want it.

Speaker speaker_1: Oh.

Speaker speaker_2: I don't know where I put ...

Speaker speaker_1: It's a safe box, safe deposit box or something. So you don't wanna car- you don't wanna... Well, I know hers starts with 009 as well.

Speaker speaker_0: Okay.

Speaker speaker_1: 92-8512.

Speaker speaker_0: 8582, you said?

Speaker speaker_1: 85-12.

Speaker speaker_0: -12. Okay. Thank you. And then for her second name, is it J-E-W-E-L? I just want to make sure.

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Okay. Just making sure.

Speaker speaker_1: Yes.

Speaker speaker_0: And then is there a third child?

Speaker speaker_1: Not that I'm aware of.

Speaker speaker_0: No? Okay. All right. So, I have them in there. And then, let's see. Since you selected term life, um, who did you want to put down as your beneficiary? Were you trying to add your kids or were you just...

Speaker speaker_1: Yeah. We'll just, we'll, we'll, yeah. We'll have those two as my, but this... Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... y- yeah. 50/50 split is a good number.

Speaker speaker_0: Okay. Sure.

Speaker speaker_1: So that's a, that's a total of 100, right?

Speaker speaker_0: Yes, sir. Correct. Mm-hmm.

Speaker speaker_1: Yeah. Yeah. We'll j- we'll give it to them.

Speaker speaker_0: All right. Well, now you're set. Now you just have to pay- play the waiting game and allow your staffing agency one or two weeks for them to start making the first deduction of the \$78.22 from your paycheck. And like I said, once you see that being deducted for the first time out of your check, that's when that following Monday the plan becomes active, and then that first or second week should be getting your three cards, being dental, vision and your preventative plan. And just remember that if you do want a physical card when it comes to your, like, medical plan, which is your VIP plan-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you do have to call them in and request it. 'Cause sometimes people do forget and they're, like, waiting on it and just, they just have the electronic one forever. Um, so just keep in mind, if you do want a physical one, you do have to let us know and we'll request it for you and then you'll receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: But we can always email it to you in the meantime.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: All right. If you d- were to want to add something different, you have until that deadline date that they gave you of the 30th.

Speaker speaker_1: Okay. No problem. Um, so I think we, we got everything covered. Um, the important things were, you know, I can... We're, we're three blind mice here, so...

Speaker speaker_0: All right. Sure. Well, I hope you have a great day. Have a great day.

Speaker speaker_1: Yeah, you too.

Speaker speaker_0: And this is-

Speaker speaker_1: Yeah. You too. Thank you so much.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too.