

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Minute 7. My name is Francesca Hafanas, your CPA. Hey, how you doing? Uh, I wanna enroll in your health benefits. What staffing company do you work with? Uh, Serge. What are the last four of your Social? 9892. And your last name, please? Savage, S-A-V-A-G-E. Please verify your mailing address and date of birth. 102 Hampton Avenue, Union, South Carolina, 29379. My date of birth is July 27, 1976. Please. We have this number to reach you down as 864-762-0742. Yes. We have your email down as first and last name, seven-sixth@gmail.com? Chucksavage76@gmail.com, yes. Did you know which plans you would like to be enrolled into? No, could you call them out to me? Sure thing, sir. Your staffing company offers PPO limited plans that would be the medical for your ex-membership for medications, virtual primary care, dental, short-term disability for employee only, term life which is your life insurance, vision, critical illness, group accident, and b- behavioral health which is virtual therapy only. Uh, I want the, the, the, the prescription plan, and the medical plan, and, um, a life insurance plan. What, what you say about it? What did I say about what? I'm sorry. About the life insurance. I didn't say anything in regards to it, sir. I was just advising you the name of the plan which is term life, their life insurance for employee only is \$1.07 per paycheck and you'll be covered at \$10,000 after the age of 64. When you turn se- 65, sorry, that \$10,000 is gonna go down 25% and it will keep doing so. And can I put somebody down as my beneficiary on that? Yes, sir. We'll just have to finish processing the enrollment before we can get to that step. Okay. So for the medical plan they do offer a total of three plans in total. There's the Stay Healthy which is medical preventative only. It is \$16.80 per paycheck and it requires network. And then they have two hospital indemnity plans, VIP Standard being \$17.63 per paycheck and VIP Classic being \$19.53 per paycheck. Give me the second one, th- the \$17 per paycheck. Okay, so with the medical, the free RX membership for the prescriptions and the term life, you're looking at \$24.69. Was there any other plan you would like to enroll into or just those three? I guess just those three. All right. Do you authorize Search Staffing to make those deductions for you? Huh? Yes, sir. Do you authorize Search Staffing to make those deductions for you? Basically this is you approving for them to make the deduction of the three plans out of your paycheck. Yes. And how much you say it'll be all together? \$24.69 per paycheck. Yeah, that'll work. All right. And what is this- And that's, that's my life insurance, that's my life insurance, my medical and my prescription, right? Yes, sir. The free RX membership for the prescription. What about, what about vision? Do y'all have vision? Yes, sir. They offer a vision plan of \$2.15. It works with copay, \$10 copay for eye exam, \$25 copay for lenses and frames, \$0 copay for contact lens fittings and a frame allowance of \$130. And how much is it a pay period? Once again, sir, it is \$2.15. Okay, add that too. Was there any other plan you were interested in? No, that's it. Do you approve

Search Staffing to make the deduction of \$26.84 per paycheck? Yes. All right. And what will be the first and last name for the dependent you would like to put down on the policy? Talking about for my beneficiary? Yes, sir. Uh, her name is Stephanie. Could you spell the spelling out for me, please? S-T-E-P-H-A-N-I-E. Stephanie. And what's her last name? Jennings. J-E-N-N-I-N-G-S. All right. Please allow one to two weeks for your employer to start making your deductions. When you see the first deduction being made, following Monday will be when your coverage becomes effective. And that same week of activation, Friday, will be when the carrier mails out the benefit cards. Okay. Now for the medical plan, they're specifically seeking that carrier doesn't do a digital card. They're gonna send it to your email. If you wanted a hard copy once you become active, please give us a call so we can put in a mail request for you. Yeah, when they come active, I want a hard copy of all my medical cards and vision cards. Okay. So you just have to give us a call back to put in the request for that medical when the vision automatically comes hard copy sent to you. Okay. All right. And then for the... All right, and then for the free RX, to obtain your benefit cards, you have to do a registration once you become active. They will be sending you a welcome email. If you do not see it by your activation day, give us a call and we can send you an email with those links and steps. Uh, what I have to do? Say that again? You, you have to register once you become active to gain access to your benefit cards for the free RX. Okay. All right. All right. So they're gonna be sending you that welcome email, which you will go and follow that link to register. If you don't see it on your activation day, you can give us a call and we can send you the links and steps. Okay. All right. So you are all set. Was there anything else we can assist you with today? That'll be all. Thank you. My pleasure. I hope you have a wonderful rest of your day, and thank you for your time today. You too, ma'am. Happy Chri- Merry Christmas. Thank you too. Happy holidays. All righty.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Minute 7. My name is Francesca Hafanas, your CPA.

Speaker speaker_2: Hey, how you doing? Uh, I wanna enroll in your health benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Serge.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 9892.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Savage, S-A-V-A-G-E.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: 102 Hampton Avenue, Union, South Carolina, 29379. My date of birth is July 27, 1976. Please.

Speaker speaker_1: We have this number to reach you down as 864-762-0742.

Speaker speaker_2: Yes.

Speaker speaker_1: We have your email down as first and last name, seven-sixth@gmail.com?

Speaker speaker_2: Chucksavage76@gmail.com, yes.

Speaker speaker_1: Did you know which plans you would like to be enrolled into?

Speaker speaker_2: No, could you call them out to me?

Speaker speaker_1: Sure thing, sir. Your staffing company offers PPO limited plans that would be the medical for your ex-membership for medications, virtual primary care, dental, short-term disability for employee only, term life which is your life insurance, vision, critical illness, group accident, and b- behavioral health which is virtual therapy only.

Speaker speaker_2: Uh, I want the, the, the, the prescription plan, and the medical plan, and, um, a life insurance plan. What, what you say about it?

Speaker speaker_1: What did I say about what? I'm sorry.

Speaker speaker_2: About the life insurance.

Speaker speaker_1: I didn't say anything in regards to it, sir. I was just advising you the name of the plan which is term life, their life insurance for employee only is \$1.07 per paycheck and you'll be covered at \$10,000 after the age of 64. When you turn se- 65, sorry, that \$10,000 is gonna go down 25% and it will keep doing so.

Speaker speaker_2: And can I put somebody down as my beneficiary on that?

Speaker speaker_1: Yes, sir. We'll just have to finish processing the enrollment before we can get to that step.

Speaker speaker_2: Okay.

Speaker speaker_1: So for the medical plan they do offer a total of three plans in total. There's the Stay Healthy which is medical preventative only. It is \$16.80 per paycheck and it requires network. And then they have two hospital indemnity plans, VIP Standard being \$17.63 per paycheck and VIP Classic being \$19.53 per paycheck.

Speaker speaker_2: Give me the second one, th- the \$17 per paycheck.

Speaker speaker_1: Okay, so with the medical, the free RX membership for the prescriptions and the term life, you're looking at \$24.69. Was there any other plan you would like to enroll into or just those three?

Speaker speaker_2: I guess just those three.

Speaker speaker_1: All right. Do you authorize Search Staffing to make those deductions for you?

Speaker speaker_2: Huh?

Speaker speaker_1: Yes, sir. Do you authorize Search Staffing to make those deductions for you? Basically this is you approving for them to make the deduction of the three plans out of your paycheck.

Speaker speaker_2: Yes. And how much you say it'll be all together?

Speaker speaker_1: \$24.69 per paycheck.

Speaker speaker_2: Yeah, that'll work.

Speaker speaker_1: All right. And what is this-

Speaker speaker_2: And that's, that's my life insurance, that's my life insurance, my medical and my prescription, right?

Speaker speaker_1: Yes, sir. The free RX membership for the prescription.

Speaker speaker_2: What about, what about vision? Do y'all have vision?

Speaker speaker_1: Yes, sir. They offer a vision plan of \$2.15. It works with copay, \$10 copay for eye exam, \$25 copay for lenses and frames, \$0 copay for contact lens fittings and a frame allowance of \$130.

Speaker speaker_2: And how much is it a pay period?

Speaker speaker_1: Once again, sir, it is \$2.15.

Speaker speaker_2: Okay, add that too.

Speaker speaker_1: Was there any other plan you were interested in?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Do you approve Search Staffing to make the deduction of \$26.84 per paycheck?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And what will be the first and last name for the dependent you would like to put down on the policy?

Speaker speaker_2: Talking about for my beneficiary?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, her name is Stephanie.

Speaker speaker_1: Could you spell the spelling out for me, please?

Speaker speaker_2: S-T-E-P-H-A-N-I-E. Stephanie.

Speaker speaker_1: And what's her last name?

Speaker speaker_2: Jennings. J-E-N-N-I-N-G-S.

Speaker speaker_1: All right. Please allow one to two weeks for your employer to start making your deductions. When you see the first deduction being made, following Monday will be when your coverage becomes effective. And that same week of activation, Friday, will be when the carrier mails out the benefit cards.

Speaker speaker_2: Okay.

Speaker speaker_1: Now for the medical plan, they're specifically seeking that carrier doesn't do a digital card. They're gonna send it to your email. If you wanted a hard copy once you become active, please give us a call so we can put in a mail request for you.

Speaker speaker_2: Yeah, when they come active, I want a hard copy of all my medical cards and vision cards.

Speaker speaker_1: Okay. So you just have to give us a call back to put in the request for that medical when the vision automatically comes hard copy sent to you.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: And then for the... All right, and then for the free RX, to obtain your benefit cards, you have to do a registration once you become active. They will be sending you a welcome email. If you do not see it by your activation day, give us a call and we can send you an email with those links and steps.

Speaker speaker_2: Uh, what I have to do? Say that again?

Speaker speaker_1: You, you have to register once you become active to gain access to your benefit cards for the free RX.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: All right.

Speaker speaker_1: So they're gonna be sending you that welcome email, which you will go and follow that link to register. If you don't see it on your activation day, you can give us a call and we can send you the links and steps.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So you are all set. Was there anything else we can assist you with today?

Speaker speaker_2: That'll be all. Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: You too, ma'am. Happy Chri- Merry Christmas.

Speaker speaker_1: Thank you too. Happy holidays.

Speaker speaker_2: All righty.