

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today? Hey, I was seeing what benefits do y'all offer? Yeah, obviously which benefits your staffing company offers since we're just the administrator. Which staffing company do you work with? Service Staffing. What are the last four of your social and the last name? 2255 McDowell. Please verify your mailing address and date of birth. Uh, 301 Cannon Point Drive, Oristot- is it 301 Cannon Point Drive, Rockbridge, South Carolina 29306? What was that ZIP code, I'm sorry? 29306. Uh, the only thing is everything else was correct, but the ZIP code, I have it different. They have it down as 29301. Should I change it to six? Yes. All right, and then I have your contact information, same phone number you called on, 864-594-1962, with your email of first name underscore last name at hotma- actually, yahoo.com. It's, it's supposed to be 301, not 310. Where, ma'am? On the address, 301 Cannon Point Drive. Yes, ma'am. I advise you that everything you provided to me for the address was correct apart from that ZIP code that we just fixed, so it being 29306 instead of 29301. Mm. Was that email and phone number correct? Yeah. Okay. So your staffing company offers PPO limited plans. Currently they're offering medical; dental; short-term disability for the employee only; life insurance; vision; group accident; behavior health, which is going to be virtual therapy; primary virtual care; and for your ex membership for the prescriptions. Those are all the plans that they're currently offering for you to be able to enroll into. Okay, um, can I choose dental? What's dental cover? Okay. I'm sorry. The system's a little slow today. Okay. So if you were to be enrolling for employee only, it will be \$4.17 per paycheck. That plan will be covering preventative services at 100%, basic services, basic restorative services and radiographs at an 80%. The annual maximum in services that it's going to cover is \$750 and a \$50 deductible. Uh, does it cover braces? No, ma'am. What does, what does it cover, cleaning? So we're just the administrator. Our information is limited. The services that I advised just now are the only things that I have access to. If there are specific services such as teeth being pulled, wisdom teeth, and stuff like that, you will have to speak directly with the carrier to know that information. However, I do know that cleaning itself is covered since it's considered a preventative services. Who is the st- who is the carrier? The carrier with the dental would be American Public Life. Do I need to call them first? To enroll, they will be with us, but unless there's a specific dental service you want to know if it will be covered under their plan, you'll have to speak with them directly. I can give you two phone numbers that they have for special questions like those. All right, I'm just gonna look it up. Okay, what's the number? 601-936-3290. Say that one more time. 601-936-3290. Okay, I'll give you a call back. Understood. And then just keep in mind your staffing company does have something called auto enrollment. They would automatically process an enrollment into their medical preventative plan. Do you want me to decline that out? That way, the only enrollments you

have are the ones that you select. Ma'am? Miss McDowell, do you hear me?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey, I was seeing what benefits do y'all offer?

Speaker speaker_0: Yeah, obviously which benefits your staffing company offers since we're just the administrator. Which staffing company do you work with?

Speaker speaker_1: Service Staffing.

Speaker speaker_0: What are the last four of your social and the last name?

Speaker speaker_1: 2255 McDowell.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 301 Cannon Point Drive, Oristot- is it 301 Cannon Point Drive, Rockbridge, South Carolina 29306?

Speaker speaker_0: What was that ZIP code, I'm sorry?

Speaker speaker_1: 29306.

Speaker speaker_0: Uh, the only thing is everything else was correct, but the ZIP code, I have it different. They have it down as 29301. Should I change it to six?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, and then I have your contact information, same phone number you called on, 864-594-1962, with your email of first name underscore last name at hotma- actually, yahoo.com.

Speaker speaker_1: It's, it's supposed to be 301, not 310.

Speaker speaker_0: Where, ma'am?

Speaker speaker_1: On the address, 301 Cannon Point Drive.

Speaker speaker_0: Yes, ma'am. I advise you that everything you provided to me for the address was correct apart from that ZIP code that we just fixed, so it being 29306 instead of 29301.

Speaker speaker_1: Mm.

Speaker speaker_0: Was that email and phone number correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So your staffing company offers PPO limited plans. Currently they're offering medical; dental; short-term disability for the employee only; life insurance; vision; group accident; behavior health, which is going to be virtual therapy; primary virtual care; and for your ex membership for the prescriptions. Those are all the plans that they're currently offering for you to be able to enroll into.

Speaker speaker_1: Okay, um, can I choose dental? What's dental cover?

Speaker speaker_0: Okay. I'm sorry. The system's a little slow today. Okay. So if you were to be enrolling for employee only, it will be \$4.17 per paycheck. That plan will be covering preventative services at 100%, basic services, basic restorative services and radiographs at an 80%. The annual maximum in services that it's going to cover is \$750 and a \$50 deductible.

Speaker speaker_1: Uh, does it cover braces?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: What does, what does it cover, cleaning?

Speaker speaker_0: So we're just the administrator. Our information is limited. The services that I advised just now are the only things that I have access to. If there are specific services such as teeth being pulled, wisdom teeth, and stuff like that, you will have to speak directly with the carrier to know that information. However, I do know that cleaning itself is covered since it's considered a preventative services.

Speaker speaker_1: Who is the st- who is the carrier?

Speaker speaker_0: The carrier with the dental would be American Public Life.

Speaker speaker_1: Do I need to call them first?

Speaker speaker_0: To enroll, they will be with us, but unless there's a specific dental service you want to know if it will be covered under their plan, you'll have to speak with them directly. I can give you two phone numbers that they have for special questions like those.

Speaker speaker_1: All right, I'm just gonna look it up. Okay, what's the number?

Speaker speaker_0: 601-936-3290.

Speaker speaker_1: Say that one more time.

Speaker speaker_0: 601-936-3290.

Speaker speaker_1: Okay, I'll give you a call back.

Speaker speaker_0: Understood. And then just keep in mind your staffing company does have something called auto enrollment. They would automatically process an enrollment into their medical preventative plan. Do you want me to decline that out? That way, the only enrollments you have are the ones that you select. Ma'am? Miss McDowell, do you hear me?