

Transcript: Francesca

Baez-5529228471484416-5422919172538368

Full Transcript

Thank you for calling Benefits 00:00:01My name is Francesca. How can I assist you today? Um, yes, ma'am. I was wanting to know if I could get my, um, insurance information. Um, I'm an employee with WorkSmart. Sure thing. What are the last four of your Social? 2442. And the last name? Babb. B-A-B. Please verify your mailing address and date of birth. Um, hang on just a second. My mailing address is, um, uh, 972 Blackhorse Run and, um, that's Martin, Georgia. And, uh, what was the other question you asked? Um, your date of birth, and can I have the zip code as well, please? Yes. It's 30557. And my birthday's 8/31/88. Can I have best contact number, 762-422-9484? Um, um, that is a different number. I- I got a cell phone now. I can give you that number. All right. Go ahead. 803-810-2992. And I have your email down as samandjesse2019@gmail.com? Correct. So, Ms. Babb, you have no coverage at the moment. You haven't been enrolled into anything or requested any coverage for now. Okay. Can I just go ahead and do that? Sure thing. What plan would you want to be enrolled into? Um, what are the options? WorkSmart offers PPO plans of medical, dental, short-term disability, life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, ID Expert which is the identity theft protection, and for your ex-membership for prescriptions as well as primary virtual care. Okay, let's do the dental. Will this be for employee only or will you be adding a dependent to the policy? Just for me. All right. So, it will be \$3.76 per paycheck is gonna cover your preventative services at 100%, your basic services, basic restorative services and radiographs at 80%. The annual maximum it will cover on services will be \$500 with a \$50 deductible. Okay. Was there any other plan you wanted to be enrolled into? No, ma'am. All right. Do you authorize WorkSmart to make a deduction of \$3.76 per paycheck for your dental plan? Yes, ma'am. All right. So I put in the request for the enrollment. Enrollments do take one to two weeks for your employer to start making those deductions. When you see the first deduction, following Monday will be when your coverage becomes effective. And that same week of activation, Friday will be when the carrier sends out your benefit card. Okay. Now, you have till March 23rd to make any policy changes. That will be the very last day that you have to enroll. Okay. Is there anything else you can assist you with? No, ma'am. All right. It was pleasure speaking with you today. I hope you have a wonderful rest of your day. You too. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 00:00:01My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, ma'am. I was wanting to know if I could get my, um, insurance information. Um, I'm an employee with WorkSmart.

Speaker speaker_0: Sure thing. What are the last four of your Social?

Speaker speaker_1: 2442.

Speaker speaker_0: And the last name?

Speaker speaker_1: Babb. B-A-B.

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

Speaker speaker_1: Um, hang on just a second. My mailing address is, um, uh, 972 Blackhorse Run and, um, that's Martin, Georgia. And, uh, what was the other question you asked?

Speaker speaker_0: Um, your date of birth, and can I have the zip code as well, please?

Speaker speaker_1: Yes. It's 30557. And my birthday's 8/31/88.

Speaker speaker_0: Can I have best contact number, 762-422-9484?

Speaker speaker_1: Um, um, that is a different number. I- I got a cell phone now. I can give you that number.

Speaker speaker_0: All right. Go ahead.

Speaker speaker_1: 803-810-2992.

Speaker speaker_0: And I have your email down as samandjesse2019@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So, Ms. Babb, you have no coverage at the moment. You haven't been enrolled into anything or requested any coverage for now.

Speaker speaker_1: Okay. Can I just go ahead and do that?

Speaker speaker_0: Sure thing. What plan would you want to be enrolled into?

Speaker speaker_1: Um, what are the options?

Speaker speaker_0: WorkSmart offers PPO plans of medical, dental, short-term disability, life insurance, vision, critical illness, group accident, behavior health which is virtual therapy, ID Expert which is the identity theft protection, and for your ex-membership for prescriptions as well as primary virtual care.

Speaker speaker_1: Okay, let's do the dental.

Speaker speaker_0: Will this be for employee only or will you be adding a dependent to the policy?

Speaker speaker_1: Just for me.

Speaker speaker_0: All right. So, it will be \$3.76 per paycheck is gonna cover your preventative services at 100%, your basic services, basic restorative services and radiographs at 80%. The annual maximum it will cover on services will be \$500 with a \$50 deductible.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there any other plan you wanted to be enrolled into?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. Do you authorize WorkSmart to make a deduction of \$3.76 per paycheck for your dental plan?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So I put in the request for the enrollment. Enrollments do take one to two weeks for your employer to start making those deductions. When you see the first deduction, following Monday will be when your coverage becomes effective. And that same week of activation, Friday will be when the carrier sends out your benefit card.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, you have till March 23rd to make any policy changes. That will be the very last day that you have to enroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else you can assist you with?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. It was pleasure speaking with you today. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Thank you.