

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Acquire. My name is Francesca. How can I assist you today? Hi. My employer, um, WSI in Battle Creek, Michigan had sent me a e- uh, text message with your number, so, um, I couldn't get in contact with them, so I looked you up online. Um, I don't know. They told me to call this, th- this number, I guess. Okay. And how can we help you today? Or call this number. I, I'm trying to figure out the... I don't know. I'm asking for more information about the insurance. Okay. Let's take a look at your account. What are the last four of your Social? 1432... Hmm. What is the last name? Norwood. N-O-R-W-O-O-D. And we did say this is with WSI, Workforce Strategy? Yes, in Battle Creek, Michigan. Did you just recently submit an application with them, ma'am? No, I haven't submitted anything. I was just asking for more information. So you're not an employee of them yet? Oh. Uh, no, I've been there with them almost five years, yes. I just have never had the insurance. Let me see if I can find you with the full last name. Uh, check Grayer. I don't... They... Well, it should have been changed. I'm divorced, um, going on three years now, so I don't know if you have Grayer, G-R-A-Y-E-R. I believe I found your account. What are the last... I mean, what is the mailing address and the date of birth? Do you have 25 Compass Street, Apartment 7, Battle Creek, Michigan, 49017? Yes, ma'am. And 143... Uh, November 16th, 1966. I have that contact down as 269-830-4343. No, 269-453-1643. They just, they just changed it today. All right, and I have that down as 269-453-1643? Yes. And then lastly, I have your email as L-E-T-R-I-G-R-A-Y@Yahoo.com. Yes. Okay. Um, so I'd be more than happy to provide you with the current elections that they have going on. I do, however, have to say, I will need to submit an eligibility review to see if you're still able to enroll into the coverage. Okay. That's gonna take 24 to 48 hours. Once it is completed and the results are out, I'll give you a call back with them. Um, but to go into your specific question, what they're currently offering is PPO limited plans. They have benefits for medical, dental, short-term disability for the employee only, life insurance, vision, critical illness, group accident, and behavior health, which is virtual therapy. Now all of those type of plans that I just mentioned, they are all being sold separately, so each plan is its own. Okay. You'll basically be able to build up your own policy. Uh, so you're say... So you were saying medical and... What was the other one? Medical and what? They have medical- Uh-huh. Uh-huh. Medical and what else? Medical, dental, short-term disability, life insurance, vision. All right. And then critical illness, group accident, and then behavior health, which will be virtual therapy. Now is accidental... Um, critical and accident, is this like Aflac? So, critical illness is basically those issues or illnesses that some of the insurances do not cover, specifically speaking such as heart attack, major organ failure, um, being in a coma, God forbids, permanent paralysis and such. Those will be the type of critical illnesses that would be covered under that specific plan. Okay. And so if medical is... How much would that be a month? What, what they talk... They'll tell me all this.

You don't have anything on the w- on the website that I can look at? Um, we do have a copy of their benefit gu- benefit guide that I can send over to you if you would like. Oh, yeah, please do that, and I'll still wait on your call. Now what are you at... What, what do you have to see if I'm qualified for, as far as what? Eligibility for the enrollment. Oh, okay. Oh, okay then. Yes, please send that email then to me, please. Of course. And then I did want to let you know, um, regarding the other question about what specifically the group accident will be covering. Yeah. It might be covering things like, let's say for example, hospital admissions, observation room, emergency dental procedures and such, the ambulance, single dismemberment or finger or toe dismemberment. Things like that is what the group accident that they're offering will be covering. Okay, yeah. All right, all right. Now... Of course. And then regarding the benefit guide I'm sending you, there's going to be two of them due to the fact that for some reason, their dental service is in a different document by itself. Okay. Both of those documents is gonna show you three type of levels, which is gonna be either employee by itself with a dependent as spouse, child, or both, which will be family. And all of those deductions that it's going to show you for the prices are weekly deductions. In the event that you're a biweekly member, then you'll have to double that weekly deduction, and that will be what they're gonna be taking out biweekly if you're not a weekly benefit. Okay. Yes, all right then. All right, you are all set. I went ahead and sent all... Yeah, there we go. Thank you. I went ahead and sent them over to you. All right, thank you so much, okay? I'll still wait for your call, okay? Understood, I'll give you a call back as soon as I hear back from them. All right, thank you. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. My employer, um, WSI in Battle Creek, Michigan had sent me a e-uh, text message with your number, so, um, I couldn't get in contact with them, so I looked you up online. Um, I don't know. They told me to call this, th- this number, I guess.

Speaker speaker_0: Okay. And how can we help you today?

Speaker speaker_1: Or call this number. I, I'm trying to figure out the... I don't know. I'm asking for more information about the insurance.

Speaker speaker_0: Okay. Let's take a look at your account. What are the last four of your Social?

Speaker speaker_1: 1432...

Speaker speaker_0: Hmm. What is the last name?

Speaker speaker_1: Norwood. N-O-R-W-O-O-D.

Speaker speaker_0: And we did say this is with WSI, Workforce Strategy?

Speaker speaker_1: Yes, in Battle Creek, Michigan.

Speaker speaker_0: Did you just recently submit an application with them, ma'am?

Speaker speaker_1: No, I haven't submitted anything. I was just asking for more information.

Speaker speaker_0: So you're not an employee of them yet?

Speaker speaker_1: Oh. Uh, no, I've been there with them almost five years, yes. I just have never had the insurance.

Speaker speaker_0: Let me see if I can find you with the full last name.

Speaker speaker_1: Uh, check Grayer. I don't... They... Well, it should have been changed. I'm divorced, um, going on three years now, so I don't know if you have Grayer, G-R-A-Y-E-R.

Speaker speaker_0: I believe I found your account. What are the last... I mean, what is the mailing address and the date of birth?

Speaker speaker_1: Do you have 25 Compass Street, Apartment 7, Battle Creek, Michigan, 49017?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: And 143... Uh, November 16th, 1966.

Speaker speaker_0: I have that contact down as 269-830-4343.

Speaker speaker_1: No, 269-453-1643. They just, they just changed it today.

Speaker speaker_0: All right, and I have that down as 269-453-1643?

Speaker speaker_1: Yes.

Speaker speaker_0: And then lastly, I have your email as L-E-T-R-I-G-R-A-Y@Yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I'd be more than happy to provide you with the current elections that they have going on. I do, however, have to say, I will need to submit an eligibility review to see if you're still able to enroll into the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: That's gonna take 24 to 48 hours. Once it is completed and the results are out, I'll give you a call back with them. Um, but to go into your specific question, what they're currently offering is PPO limited plans. They have benefits for medical, dental, short-term disability for the employee only, life insurance, vision, critical illness, group accident, and behavior health, which is virtual therapy. Now all of those type of plans that I just mentioned, they are all being sold separately, so each plan is its own.

Speaker speaker_1: Okay.

Speaker speaker_0: You'll basically be able to build up your own policy.

Speaker speaker_1: Uh, so you're say... So you were saying medical and... What was the other one? Medical and what?

Speaker speaker_0: They have medical-

Speaker speaker_1: Uh-huh. Uh-huh. Medical and what else?

Speaker speaker_0: Medical, dental, short-term disability, life insurance, vision.

Speaker speaker_1: All right.

Speaker speaker_0: And then critical illness, group accident, and then behavior health, which will be virtual therapy.

Speaker speaker_1: Now is accidental... Um, critical and accident, is this like Aflac?

Speaker speaker_0: So, critical illness is basically those issues or illnesses that some of the insurances do not cover, specifically speaking such as heart attack, major organ failure, um, being in a coma, God forbids, permanent paralysis and such. Those will be the type of critical illnesses that would be covered under that specific plan.

Speaker speaker_1: Okay. And so if medical is... How much would that be a month? What, what they talk... They'll tell me all this. You don't have anything on the w- on the website that I can look at?

Speaker speaker_0: Um, we do have a copy of their benefit gu- benefit guide that I can send over to you if you would like.

Speaker speaker_1: Oh, yeah, please do that, and I'll still wait on your call. Now what are you at... What, what do you have to see if I'm qualified for, as far as what?

Speaker speaker_0: Eligibility for the enrollment.

Speaker speaker_1: Oh, okay. Oh, okay then. Yes, please send that email then to me, please.

Speaker speaker_0: Of course. And then I did want to let you know, um, regarding the other question about what specifically the group accident will be covering.

Speaker speaker_1: Yeah.

Speaker speaker_0: It might be covering things like, let's say for example, hospital admissions, observation room, emergency dental procedures and such, the ambulance, single dismemberment or finger or toe dismemberment. Things like that is what the group accident that they're offering will be covering.

Speaker speaker_1: Okay, yeah. All right, all right.

Speaker speaker_0: Now... Of course. And then regarding the benefit guide I'm sending you, there's going to be two of them due to the fact that for some reason, their dental service is in a different document by itself.

Speaker speaker_1: Okay.

Speaker speaker_0: Both of those documents is gonna show you three type of levels, which is gonna be either employee by itself with a dependent as spouse, child, or both, which will be family. And all of those deductions that it's going to show you for the prices are weekly deductions. In the event that you're a biweekly member, then you'll have to double that weekly deduction, and that will be what they're gonna be taking out biweekly if you're not a weekly benefit.

Speaker speaker_1: Okay. Yes, all right then.

Speaker speaker_0: All right, you are all set. I went ahead and sent all... Yeah, there we go.

Speaker speaker_1: Thank you.

Speaker speaker_0: I went ahead and sent them over to you.

Speaker speaker_1: All right, thank you so much, okay? I'll still wait for your call, okay?

Speaker speaker_0: Understood, I'll give you a call back as soon as I hear back from them.

Speaker speaker_1: All right, thank you. Mm-hmm.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.