

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefit in a Card, looking to speak with Ms. Foster on behalf of ATC Healthcare Staffing. This is her. All right. Well, we're giving you a call in regards to the text message that was sent out today. ATC was sending you a message in regards to your personal enrollment period to enroll into their health insurance. So you were asking who sent you the message, so we were just calling to clarify that. And this was from who? ATC Healthcare Staffing. They also go by CareBuilder Staffing. Uh, and what's the benefit sum? So ATC offers health insurance plans like medical, dental, vision, critical illness, life insurance, group accident, behavior health, which is virtual only, and ID expert, which is an identity theft protection. So those would be the health insurance they offer at the moment. Ah. Um, what I was trying to say... And what is the me- uh, the dental cover? The dental plan they offered would cover preventative services at 100%, basic services, basic restorative services and radiographs at 80%. It will cover a maximum annuity of services of \$500 with a \$50 deductible, and it will cost \$3.36 per paycheck. Thirty- I mean, \$0.64. Sorry. It co- How much per paycheck? \$3.64 per paycheck. Okay. So it doesn't cover like braces or anything? So we're just an account administrator. We wouldn't be able to answer whether or not it will cover the braces. Um, that was more of a coverage-specific question. I can give you the carrier's information, if you would like. Yeah. And they'll be able to look at it since your personal enrollment period doesn't end til December 7th. Okay. And when I enroll, how long does it take to get active? On average, we have been advised that it takes one to two weeks for your employer to start making those deductions. And then the week that you see the deduction, following Monday will be when coverage becomes effective. And Friday of the activation week is when they send out your benefit cards. So you are able to call in Thursday, Friday of the activation week if you want a digital card to be able to utilize your benefits sooner. Okay. Would you like me to send you the information of the carrier to see if the braces are covered under the dental plan? Mm-hmm. We have an email down as your first initial, last name, 287@gmail.com. Is that still a good email for you? Mm-hmm. Yes. All right. Well, is there any other information that you would like me to send also, like their benefit guide or anything like that? Yeah, you could do that. Understood. Do you have any other questions for us today? No, that's it. Thank you so much for taking my call, Ms. Foster. I hope you have a wonderful rest of your day. Thank you.

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca at Benefit in a Card, looking to speak with Ms. Foster on behalf of ATC Healthcare Staffing.

Speaker speaker_2: This is her.

Speaker speaker_1: All right. Well, we're giving you a call in regards to the text message that was sent out today. ATC was sending you a message in regards to your personal enrollment period to enroll into their health insurance. So you were asking who sent you the message, so we were just calling to clarify that.

Speaker speaker_2: And this was from who?

Speaker speaker_1: ATC Healthcare Staffing. They also go by CareBuilder Staffing.

Speaker speaker_2: Uh, and what's the benefit sum?

Speaker speaker_1: So ATC offers health insurance plans like medical, dental, vision, critical illness, life insurance, group accident, behavior health, which is virtual only, and ID expert, which is an identity theft protection. So those would be the health insurance they offer at the moment.

Speaker speaker_2: Ah. Um, what I was trying to say... And what is the me- uh, the dental cover?

Speaker speaker_1: The dental plan they offered would cover preventative services at 100%, basic services, basic restorative services and radiographs at 80%. It will cover a maximum annuity of services of \$500 with a \$50 deductible, and it will cost \$3.36 per paycheck. Thirty- I mean, \$0.64. Sorry.

Speaker speaker_2: It co- How much per paycheck?

Speaker speaker_1: \$3.64 per paycheck.

Speaker speaker_2: Okay. So it doesn't cover like braces or anything?

Speaker speaker_1: So we're just an account administrator. We wouldn't be able to answer whether or not it will cover the braces. Um, that was more of a coverage-specific question. I can give you the carrier's information, if you would like.

Speaker speaker_2: Yeah.

Speaker speaker_1: And they'll be able to look at it since your personal enrollment period doesn't end til December 7th.

Speaker speaker_2: Okay. And when I enroll, how long does it take to get active?

Speaker speaker_1: On average, we have been advised that it takes one to two weeks for your employer to start making those deductions. And then the week that you see the deduction, following Monday will be when coverage becomes effective. And Friday of the activation week is when they send out your benefit cards. So you are able to call in Thursday, Friday of the activation week if you want a digital card to be able to utilize your benefits sooner.

Speaker speaker_2: Okay.

Speaker speaker_1: Would you like me to send you the information of the carrier to see if the braces are covered under the dental plan?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We have an email down as your first initial, last name, 287@gmail.com. Is that still a good email for you?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: All right. Well, is there any other information that you would like me to send also, like their benefit guide or anything like that?

Speaker speaker_2: Yeah, you could do that.

Speaker speaker_1: Understood. Do you have any other questions for us today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thank you so much for taking my call, Ms. Foster. I hope you have a wonderful rest of your day.

Speaker speaker_2: Thank you.