

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. I'm a new employee, and I wanted to enroll into, uh, benefits. Okay. What's the staffing agency you work for? Search. And the last four of your social? 9373. And what was your first and last name? Brianna Bowers. And for security purposes, can you verify your home address, including city, state and zip code, Brianna? 6517 Autumn Trail, Anniston, Alabama 36206. And your date of birth? 9-18-95. And a good telephone number have as 256-453-8777? Yes. And the email I have is breanna.d.bowers18 at email? Yes. Okay. Um, now did you have an idea of what you wanted to be enrolled into or no? Um, I know I want dental and vision, and hea-health dental and vision. Okay, so dental and vision. Let's see here. Um, now regarding the medical plans, I do know they offer three of them. However, the first medical plan is the MEC-TeleRx, uh, which covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.80 per week. Then they have the VIP plans, uh, which cover hospitals, doctors and medications. Um, the only major difference between the standard and the classic is how much the insurance carrier pays to cover things. But those range from \$17.63 to \$19.53. And the VIP come with dental and vision as well? Um, so dental and vision's separate from the medical plans. Dental would be \$4.17, while vision's \$2.15. And you said the VIP cover like being hospitalized, or...? Covers hospitals, doctors and medications. Yes. Uh-huh. Uh, yeah, I'll do that one. This one is That's really good. ... is like- Which one? The standard or the classic? The classic, um, what's the, the standard I gets. Which's where... What was the one you said VIP? Yeah, so both of them are VIP plans. The standard is, is \$17.63, while the classic is \$19.53. Okay, then get a classic. Okay. So the VIP classic dental and vision for employee only. Anything else? Oh, that's all. okay. Okay, so doing those th- Okay, so doing those three would make your total deductions \$25.85 per week. Do you authorize Surge Staffing to make the deduction for you? Yes. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Brianna, is there anything else I could has he- helped you out with today? So once I receive my card, that's when I can make an appointment? Correct. Okay. Uh, yes, that's fine. Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? Yes, thank you. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. I'm a new employee, and I wanted to enroll into, uh, benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Search.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9373.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Brianna Bowers.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Brianna?

Speaker speaker_1: 6517 Autumn Trail, Anniston, Alabama 36206.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 9-18-95.

Speaker speaker_0: And a good telephone number have as 256-453-8777?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is breanna.d.bowers18 at email?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, now did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Um, I know I want dental and vision, and hea-health dental and vision.

Speaker speaker_0: Okay, so dental and vision. Let's see here. Um, now regarding the medical plans, I do know they offer three of them. However, the first medical plan is the MEC-TeleRx, uh, which covers preventative healthcare services only. So like physicals, diabetes screenings, vaccinations, stuff like that. It's \$16.80 per week. Then they have the VIP plans, uh, which cover hospitals, doctors and medications. Um, the only major difference between the standard and the classic is how much the insurance carrier pays to cover things. But those range from \$17.63 to \$19.53.

Speaker speaker_1: And the VIP come with dental and vision as well?

Speaker speaker_0: Um, so dental and vision's separate from the medical plans. Dental would be \$4.17, while vision's \$2.15.

Speaker speaker_1: And you said the VIP cover like being hospitalized, or...?

Speaker speaker_0: Covers hospitals, doctors and medications.

Speaker speaker_1: Yes. Uh-huh. Uh, yeah, I'll do that one. This one is

Speaker speaker_2: That's really good.

Speaker speaker_1: ... is like-

Speaker speaker_0: Which one? The standard or the classic?

Speaker speaker_1: The classic, um, what's the, the standard I gets. Which's where... What was the one you said VIP?

Speaker speaker_0: Yeah, so both of them are VIP plans. The standard is, is \$17.63, while the classic is \$19.53.

Speaker speaker_1: Okay, then get a classic.

Speaker speaker_0: Okay. So the VIP classic dental and vision for employee only. Anything else?

Speaker speaker_1: Oh, that's all. okay.

Speaker speaker_0: Okay, so doing those th- Okay, so doing those three would make your total deductions \$25.85 per week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$25.85 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Brianna, is there anything else I could has he- helped you out with today?

Speaker speaker_1: So once I receive my card, that's when I can make an appointment?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Uh, yes, that's fine.

Speaker speaker_0: Okay. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right?

Speaker speaker_1: Yes, thank you.

Speaker speaker_0: All right, bye-bye.