

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hello. Uh, I'm a new hire for HSS, for HSS, and they give me this form, apply, uh, benefits in your car. You hear me? Okay, so... Yeah, so you want to enroll in the benefits? Yes. Okay. Um, and you said you recently just started with them, correct? Uh-huh. Okay, so in order for me to create a file in our system to enroll you into their benefits, I need your full social. 150 65 7508. And just to confirm, 150 65 7508, you said? You say what? Say that again. 150 65- Uh-huh. ... 7508. Yep. Okay, and your first and last name? Khadijah Touja. Will you spell your first and last name for me please? K-H-A-D-I-J-I-A T-O-U, and the last name D-I-A. And your home address, including city, state, and ZIP code. 595 South 4th Street, Apartment 302, Denver, Colorado, 80246. And your date of birth? 4 October 1990. You said October 4 or September 4? Yeah, October 4, 1990. I do. And a good telephone number has 817-255-0398? Yep. And do you have a good email? Yes. It's uh, khadidjah, uh, K-H, K-H-I, K-H-A-D-I-D-I-J-A-D-I-A@gmail.com. Okay. Let's see here, and you were given a benefit guide through them, correct? Yeah. Okay, um, did you have an idea of what you wanted, or did you have any questions regarding it? Yeah, which one is the regular one without any additional benefit? Um, so they have the MEC TeleRx, which just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, stuff like that, at \$15.65. While the other medical plan, the VIP Standard, covers hospitals, doctors, and medications. It's \$16.81. Monthly or weekly? Weekly deductions. Wow, it's so expensive. I don't have any illness. I don't... I'm not diabetic. I'm not... I don't have any malaria. That's why I just want the regular one. Okay, so did you want to opt out of benefits or did you want to enroll in the benefits? I don't know. I never got a, an answer. This is my first time. Okay, um, well, just so you know, it's not, um, required to get these benefits offered through HSS. It's totally up to you. Um, you do have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. Um, so if you wanted to take some time to look over that benefit guide and read it fully, and then give us a call back at a later date to be enrolled or to opt out, it's totally up to you. No, I just need the regular one, the first one. Okay, so the MEC TeleRx? Yeah, I think so, because I don't- Okay. So the M... Like I said, the MEC TeleRx covers preventative services only. So like physicals, diabetes screenings, your vaccinations, yearly examinations, stuff like that make you stay healthy. While the VIP Standard, that one actually covers your hospital visits, doctor visits, and medication coverage. So it's totally up to you. Yeah, the first one, the 15.65. Okay, so the MEC TeleRx? Okay. Um, so I do know that HSS does offer other things like, uh, dental, um, short-term disability. Term life, which is life insurance, vision. Yeah, how much for dental? Uh, dental would be \$3.38. Plus 15.55? So, with... If you got dental and the MEC, it would make your total deductions \$19.03 per week. How much? \$19.03 for those two plans. Okay. Okay.

So, And, uh, if I do that, I can have any, uh... I can go anywhere to... How to say? Uh, I'm sorry, I speak French. I'm not English. No worries. Uh-huh. Um, I kind of understand what you're saying. Um, so we would have to state... You would... Yeah. You would have to stay in network for the insurance carrier to pay, um. Okay. But once you do become active, you'll receive all of that information regarding- Mm-hmm. ... providers and what people you can go to. Okay. Okay. Um, so just dental and MEC? I think, yeah, when, when I do the dental, I can go, uh, fix my, my teeth? Correct, get teeth cleaned, stuff like that, yes. Okay, that's good. Okay. So just the dental- Yeah, I think it's not gonna- ... and the MEC medical plan? ... gonna be up... It should be 19 something anytime, right? Correct. So, if you wanted to just process those two, uh, those two plans, it would be \$19.03 per week. Yes. Okay. Okay. Um, did you want to authorize HSS to make that deduction for you or did you want to add other coverages as well? No, it's okay, just those two. Okay. Um, so I do want to let you know, uh, that pen... This pending enrollment will take one to two weeks to go through. And then- Mm-hmm. ... whenever you witness your first payroll reduction of the \$19.03 that come off your paycheck, coverage begins the Monday- Mm-hmm. ... we receive that deduction from HSS and then- Thank you. ... seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Um, but- Mm-hmm. ... other than that, is there anything else that I could assist you with today? It's okay, thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occur. This is Justin. How can I help you today?

Speaker speaker_1: Hello. Uh, I'm a new hire for HSS, for HSS, and they give me this form, apply, uh, benefits in your car. You hear me?

Speaker speaker_0: Okay, so... Yeah, so you want to enroll in the benefits?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, and you said you recently just started with them, correct?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay, so in order for me to create a file in our system to enroll you into their benefits, I need your full social.

Speaker speaker_1: 150 65 7508.

Speaker speaker_0: And just to confirm, 150 65 7508, you said?

Speaker speaker_1: You say what? Say that again.

Speaker speaker_0: 150 65-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... 7508.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, and your first and last name?

Speaker speaker_1: Khadijah Touja.

Speaker speaker_0: Will you spell your first and last name for me please?

Speaker speaker_1: K-H-A-D-I-J-I-A T-O-U, and the last name D-I-A.

Speaker speaker_0: And your home address, including city, state, and ZIP code.

Speaker speaker_1: 595 South 4th Street, Apartment 302, Denver, Colorado, 80246.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4 October 1990.

Speaker speaker_0: You said October 4 or September 4?

Speaker speaker_1: Yeah, October 4, 1990.

Speaker speaker_0: I do. And a good telephone number has 817-255-0398?

Speaker speaker_1: Yep.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Yes. It's uh, khadidjah, uh, K-H, K-H-I,
K-H-A-D-I-D-I-J-A-D-I-A@gmail.com.

Speaker speaker_0: Okay. Let's see here, and you were given a benefit guide through them, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, um, did you have an idea of what you wanted, or did you have any questions regarding it?

Speaker speaker_1: Yeah, which one is the regular one without any additional benefit?

Speaker speaker_0: Um, so they have the MEC TeleRx, which just covers preventative healthcare services, so like your physicals, diabetes screenings, vaccinations, stuff like that, at \$15.65. While the other medical plan, the VIP Standard, covers hospitals, doctors, and medications. It's \$16.81.

Speaker speaker_1: Monthly or weekly?

Speaker speaker_0: Weekly deductions.

Speaker speaker_1: Wow, it's so expensive. I don't have any illness. I don't... I'm not diabetic. I'm not... I don't have any malaria. That's why I just want the regular one.

Speaker speaker_0: Okay, so did you want to opt out of benefits or did you want to enroll in the benefits?

Speaker speaker_1: I don't know. I never got a, an answer. This is my first time.

Speaker speaker_0: Okay, um, well, just so you know, it's not, um, required to get these benefits offered through HSS. It's totally up to you. Um, you do have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. Um, so if you wanted to take some time to look over that benefit guide and read it fully, and then give us a call back at a later date to be enrolled or to opt out, it's totally up to you.

Speaker speaker_1: No, I just need the regular one, the first one.

Speaker speaker_0: Okay, so the MEC TeleRx?

Speaker speaker_1: Yeah, I think so, because I don't-

Speaker speaker_0: Okay. So the M... Like I said, the MEC TeleRx covers preventative services only. So like physicals, diabetes screenings, your vaccinations, yearly examinations, stuff like that make you stay healthy. While the VIP Standard, that one actually covers your hospital visits, doctor visits, and medication coverage. So it's totally up to you.

Speaker speaker_1: Yeah, the first one, the 15.65.

Speaker speaker_0: Okay, so the MEC TeleRx? Okay. Um, so I do know that HSS does offer other things like, uh, dental, um, short-term disability. Term life, which is life insurance, vision.

Speaker speaker_2: Yeah, how much for dental?

Speaker speaker_0: Uh, dental would be \$3.38.

Speaker speaker_2: Plus 15.55?

Speaker speaker_0: So, with... If you got dental and the MEC, it would make your total deductions \$19.03 per week.

Speaker speaker_2: How much?

Speaker speaker_0: \$19.03 for those two plans.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. So,

Speaker speaker_3: And, uh, if I do that, I can have any, uh... I can go anywhere to... How to say? Uh, I'm sorry, I speak French. I'm not English.

Speaker speaker_0: No worries.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Um, I kind of understand what you're saying. Um, so we would have to state... You would... Yeah. You would have to stay in network for the insurance carrier to pay,

um.

Speaker speaker_2: Okay.

Speaker speaker_0: But once you do become active, you'll receive all of that information regarding-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... providers and what people you can go to.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Um, so just dental and MEC?

Speaker speaker_2: I think, yeah, when, when I do the dental, I can go, uh, fix my, my teeth?

Speaker speaker_0: Correct, get teeth cleaned, stuff like that, yes.

Speaker speaker_2: Okay, that's good.

Speaker speaker_0: Okay. So just the dental-

Speaker speaker_2: Yeah, I think it's not gonna-

Speaker speaker_0: ... and the MEC medical plan?

Speaker speaker_2: ... gonna be up... It should be 19 something anytime, right?

Speaker speaker_0: Correct. So, if you wanted to just process those two, uh, those two plans, it would be \$19.03 per week. Yes.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Um, did you want to authorize HSS to make that deduction for you or did you want to add other coverages as well?

Speaker speaker_2: No, it's okay, just those two.

Speaker speaker_0: Okay. Um, so I do want to let you know, uh, that pen... This pending enrollment will take one to two weeks to go through. And then-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... whenever you witness your first payroll reduction of the \$19.03 that come off your paycheck, coverage begins the Monday-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... we receive that deduction from HSS and then-

Speaker speaker_2: Thank you.

Speaker speaker_0: ... seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Um, but-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... other than that, is there anything else that I could assist you with today?

Speaker speaker_2: It's okay, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_2: Bye.