

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? Hi, Justin. My name is Lucien LaFleur. Uh, I'm trying to enroll in my health benefits for, uh, Accuforce. Okay. So, Accuforce, what's the last four of your social? 6268. And for security purposes, can you verify your home address, including city, state and zip code? Yes. It's 104 Stone Wall Jackson Drive, Unit 4, Elizabethton, Tennessee, 37643. And your date of birth? September 18th, 2005. And a good telephone number I have is 429-7738? Mm-hmm. And the email I have is lucien.lefleur@gmail? Yes. Okay. Um, now did you have an idea of what you wanted to be enrolled into through Accuforce or no? Uh, I did not. What is there available? Okay. Um, so they do offer four different medical plans, I do know that. Um, one of them is the MEC TeleRx, which just covers preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that make you stay healthy. It's \$18.02 per week. Then three other medical plans are the VIP plans. They have the standard, classic, and the plus, which all cover hospitals, doctors, and medications. The only major difference between those three is how much the insurance carrier pays to cover things. But those range from \$17.66 to \$31.61, or 66 cents. Right. Um, but they do offer... Um, but they do offer other things like dental, um, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavior health. Mm-hmm. Um, do they all offer dental? Um, so dental is separate from the medical plans. However, dental would be, uh, \$3.71 per week. Okay. Uh, could I enroll in the dental and in the classic? Okay. So, the VIP classic and dental? Mm-hmm. Okay. Anything else or just those two? Uh, just those two, I think. Okay. So, doing the VIP classic and dental for employee only would make your total deductions \$23.29 per week. Do you authorize Accuforce to make the deduction for you? Yes. Okay. So, I'm going to go ahead and save that. Now, I do want to let you know that the spending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$23.29 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today? Uh, no, sir. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. Okay? You too. 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: Hi, Justin. My name is Lucien LaFleur. Uh, I'm trying to enroll in my health benefits for, uh, Accuforce.

Speaker speaker_0: Okay. So, Accuforce, what's the last four of your social?

Speaker speaker_1: 6268.

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

Speaker speaker_1: Yes. It's 104 Stone Wall Jackson Drive, Unit 4, Elizabethton, Tennessee, 37643.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: September 18th, 2005.

Speaker speaker_0: And a good telephone number I have is 429-7738?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email I have is lucien.lefleur@gmail?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Uh, I did not. What is there available?

Speaker speaker_0: Okay. Um, so they do offer four different medical plans, I do know that. Um, one of them is the MEC TeleRx, which just covers preventative healthcare services only. So, like your physicals, diabetes screenings, vaccinations, pretty much things that make you stay healthy. It's \$18.02 per week. Then three other medical plans are the VIP plans. They have the standard, classic, and the plus, which all cover hospitals, doctors, and medications. The only major difference between those three is how much the insurance carrier pays to cover things. But those range from \$17.66 to \$31.61, or 66 cents.

Speaker speaker_1: Right.

Speaker speaker_0: Um, but they do offer... Um, but they do offer other things like dental, um, short-term disability, term life, which is life insurance, vision, critical illness, group accident, and behavior health.

Speaker speaker_1: Mm-hmm. Um, do they all offer dental?

Speaker speaker_0: Um, so dental is separate from the medical plans. However, dental would be, uh, \$3.71 per week.

Speaker speaker_1: Okay. Uh, could I enroll in the dental and in the classic?

Speaker speaker_0: Okay. So, the VIP classic and dental?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Anything else or just those two?

Speaker speaker_1: Uh, just those two, I think.

Speaker speaker_0: Okay. So, doing the VIP classic and dental for employee only would make your total deductions \$23.29 per week. Do you authorize Accuforce to make the deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I'm going to go ahead and save that. Now, I do want to let you know that the spending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$23.29 come off your paycheck, coverage begins the Monday we receive that deduction from Accuforce. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, sir.

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

Speaker speaker_1: You too. Bye-bye.