

Transcript: Justin

Mills-5475577980993536-4863730349195264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Uh. This is Florence Ejima4. I have my enrollment, uh, to register, but I go to the... To, um, to open it and then I put my email. They say it's not recognized. Okay, um, I can get you enrolled over the phone if that would help. Okay, that'd be fine. Okay, um, what's the staffing agency you work for? I work with the, um, CareBuilders. CareBuilders. And the last four of your social? My social is, uh, the last four is 4815. And for security purposes, could you verify the home address, including city, state and zip code for us? Florence Ejima4. Uh, Florence Nkongi Ejima4. 2008 Grossmith Lane, Apartment 6. Uh, Twin Park Way 40218 for the zip code. And your date of birth? 11-18-1965. And a good telephone number has 502-631-8450? Yes, now. And the email has f-l-o-r-n-g-o, uh, 18 at gmail? Yes, sir. Okay, um, now what did you want to be enrolled into? Uh, the benefits that, um... I don't even know what kind of... kind of insurance. Okay, um, so let's see here. So I do know that ATC, they do offer four medical plans. Um, one of the medical plans just covers preventative health care services only, that is the MEC TelRx. Now, preventative health care services are like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, that plan is \$16 a week. They have two other medical plans, the VIP plans. Now those actually cover your hospitals, doctors and medications. However, the only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those range from \$31.71 to \$43.41. And then the last medical plan is the MEC Enhanced, which is a combination of both preventative, plus hospital, doctor and medication coverage at \$43.76 a week. However, the CareBuilders- Is it for me... Okay. Is it for me, uh, for me and my... I have one, one daughter with me. So you need Employee + Child coverage? Yes, for my daughter's coverage. Okay, so let's see here. So that MEC TelRx plan for Employee + Child, uh, \$19.52. Um, the VIP plans range from \$51.41 to \$71.46. And then the last medical plan, uh, \$71.46 as well for Employee + Child. Yeah, okay. Is this per week or per month... uh, uh, per weekly or monthly? These are weekly deductions. Oh. And I don't work weekly with them all the time. That is serious. Uh, okay. Um, the, the, the cheapest one is \$19 for a week? Correct. That just covers preventative health care services. Ah, okay. Then which other one covers doctor's visit and the hospital visit? Um, so those are the VIP plans. Those cover hospitals, doctors and medications. Um, for Employee + Child, they range from \$51.41 to \$71.46. \$51.40, that's about 200 and, uh... 205. Give or take, yes. In a month? Give or take. Yes, ma'am. Yeah. I don't mind, but, you know, weekly is what I cannot afford. I... If it's monthly, yes. Or bi-weekly, yes. But I hardly worked every week w- with them, you know. Uh, I have other jobs and I'm in school too. So, uh, I might work once a week or t- uh, or the other week I went to work, I might work two hours. Imagine in two weeks I work up to, uh, you know, 30 hours in two weeks. Uh,

I totally understand. So if I don't... Ugh. I don't know. Um, well, I can email you a copy of the figure out if you want to look something over and read everything over. Thank you so much. Yeah, that would be fine. That will be fine. I appreciate that. Okay, um, so the email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Thank you. Is there anything else I could help you out with today? Yeah, I'm done with that. Thank you. You're welcome. You have a great day, okay? Yeah, you too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Uh. This is Florence Ejima4. I have my enrollment, uh, to register, but I go to the... To, um, to open it and then I put my email. They say it's not recognized.

Speaker speaker_1: Okay, um, I can get you enrolled over the phone if that would help.

Speaker speaker_2: Okay, that'd be fine.

Speaker speaker_1: Okay, um, what's the staffing agency you work for?

Speaker speaker_2: I work with the, um, CareBuilders.

Speaker speaker_1: CareBuilders. And the last four of your social?

Speaker speaker_2: My social is, uh, the last four is 4815.

Speaker speaker_1: And for security purposes, could you verify the home address, including city, state and zip code for us?

Speaker speaker_2: Florence Ejima4. Uh, Florence Nkongi Ejima4. 2008 Grossmith Lane, Apartment 6. Uh, Twin Park Way 40218 for the zip code.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11-18-1965.

Speaker speaker_1: And a good telephone number has 502-631-8450?

Speaker speaker_2: Yes, now.

Speaker speaker_1: And the email has f-l-o-r-n-g-o, uh, 18 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, um, now what did you want to be enrolled into?

Speaker speaker_2: Uh, the benefits that, um... I don't even know what kind of... kind of insurance.

Speaker speaker_1: Okay, um, so let's see here. So I do know that ATC, they do offer four medical plans. Um, one of the medical plans just covers preventative health care services only, that is the MEC TelRx. Now, preventative health care services are like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Um, that plan is \$16 a week. They have two other medical plans, the VIP plans. Now those actually cover your hospitals, doctors and medications. However, the only major difference between the Plus and the Prime is how much the insurance carrier pays to cover things. Um, but those range from \$31.71 to \$43.41. And then the last medical plan is the MEC Enhanced, which is a combination of both preventative, plus hospital, doctor and medication coverage at \$43.76 a week. However, the CareBuilders-

Speaker speaker_2: Is it for me... Okay. Is it for me, uh, for me and my... I have one, one daughter with me.

Speaker speaker_1: So you need Employee + Child coverage?

Speaker speaker_2: Yes, for my daughter's coverage.

Speaker speaker_1: Okay, so let's see here. So that MEC TelRx plan for Employee + Child, uh, \$19.52. Um, the VIP plans range from \$51.41 to \$71.46. And then the last medical plan, uh, \$71.46 as well for Employee + Child.

Speaker speaker_2: Yeah, okay. Is this per week or per month... uh, uh, per weekly or monthly?

Speaker speaker_1: These are weekly deductions.

Speaker speaker_2: Oh. And I don't work weekly with them all the time. That is serious. Uh, okay. Um, the, the, the cheapest one is \$19 for a week?

Speaker speaker_1: Correct. That just covers preventative health care services.

Speaker speaker_2: Ah, okay. Then which other one covers doctor's visit and the hospital visit?

Speaker speaker_1: Um, so those are the VIP plans. Those cover hospitals, doctors and medications. Um, for Employee + Child, they range from \$51.41 to \$71.46.

Speaker speaker_2: \$51.40, that's about 200 and, uh... 205.

Speaker speaker_1: Give or take, yes.

Speaker speaker_2: In a month?

Speaker speaker_1: Give or take. Yes, ma'am.

Speaker speaker_2: Yeah. I don't mind, but, you know, weekly is what I cannot afford. I... If it's monthly, yes. Or bi-weekly, yes. But I hardly worked every week w- with them, you know. Uh, I have other jobs and I'm in school too. So, uh, I might work once a week or t- uh, or the other

week I went to work, I might work two hours. Imagine in two weeks I work up to, uh, you know, 30 hours in two weeks.

Speaker speaker_1: Uh, I totally understand.

Speaker speaker_2: So if I don't... Ugh. I don't know.

Speaker speaker_1: Um, well, I can email you a copy of the figure out if you want to look something over and read everything over.

Speaker speaker_2: Thank you so much. Yeah, that would be fine. That will be fine. I appreciate that.

Speaker speaker_1: Okay, um, so the email that you should be looking out for would be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: Yeah, I'm done with that. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Yeah, you too. Bye.

Speaker speaker_1: Bye-bye.