

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, Justin. Um, this is Rochelle Harden. I had called yesterday, uh, to talk to someone about my, uh, card, and they told me to send a paper in when my, uh, insurance stopped with the w-with, uh, Care Store. And it stopped the 28th and I sent it in. They said I had 30 days, so I sent it in, and no one got back with me. Okay. Let me try pulling your file and see what's going on. What's the staffing agency you work for one more time? Serge. And the last four of your Social? 4772. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Harden? 453 Ceylon Avenue, Mansfield, Ohio 44903. And confirm your date of birth. 10/15/1972. And a good telephone number I have is 419-908-0782. Yes, sir. And the email I have is blackwidowspider908@yahoo? Yep. Okay. So let me check note history and see what's going on. Bear with me one second. Okay. QLE. Okay. So we did receive that email, uh, where you submitted the QLE submission. I do see where the back office, uh, approved the QLE. Um, the representative that was supposed to make the outbound call to you isn't here today, so that's probably why. Um, but yeah, so the QLE has been approved. You have until A- April 13th to be enrolled. Um, but I can go ahead and get this process started for you if need be. Oh, yes. 'Cause I- I have, I have, uh, high blood pressure- ... and I'm trying to get to the doctor and get my pills. Totally understand. Um, so let's see here. Now, I do see or I do know that Serge Staffing, they do offer three medical plans. Um, one of the medical plans is the MEC TeleRX. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16.80 per week. Then they offer two other medical plans, the VIP plans, the VIP Standard and the VIP Classic. Both cover your hospitals, doctors and medications. 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. \$19.53? Correct, per week. So, so, yeah. So which one is better? Like, the one that pays your, uh, medicine and doctor? Um, w- well- The- ... we're not insurance agents, so we're not allowed to give recommendations. Um, all we do know is that the MEC- Oh. ... just r- preventative services, while the VIP plan- Okay. ... does cover your hospitals, doctors and medications. Okay, that's the one then. Okay, so the VIP Classic or the VIP Standard? Yeah. Whichever one pays for the everything. Okay, so the VIP Classic. So let's see here. And did you want other things as well, other than medical, or- or just medical? What other things do they have? Um, I don't know. Um, so they offer, they offer FreeRx, which gives out free or discounted prescription coverage. That's \$5.99 per week. Dental, short-term disability, term life, which is life insurance, vision, critical illness, group accident- Wait a minute. Uh- And none o- none of the, uh, medi- uh, I thought that was on there. None of the dental or the, uh, vision on there? No? Um, so those are additional benefit options that can be added to the medical. Um, so I can put you down for

those if need be. Okay. But how much more is it? Um, so dental would be \$4.17, while your vision's \$2.15. Okay. That, yeah, that's it right there. Okay, so just those three? Yeah. All right, so then- Will I be able to come back and just do it again if I need something else or no? Um, I do know you have until April 13th to make any final changes, 'cause that's what the account manager approved you for. You have until April 13th- Okay. ... to make, you know, a decision. Um, so let's see here. So doing the VIP Classic- What else... Go down... Okay. Go ahead. I was gonna say, what else they got that I didn't see myself. Um, what else they offer is the FreeRx, which gives out free or discounted prescription coverage. Um, they offer short-term disability, term life, which is life insurance- Yeah, that's what I'm looking for. The free, uh, or discount... Prescriptions? Den- uh, prescriptions, yeah. Okay, so FreeRx as well. Okay. And then they offer short-term disability, term life, which is life insurance, critical illness, group accident and then behavior health. No. That's not- Okay. ... what I need. I don't need all that. So just those four? Yeah. Okay. So doing those four for employee only, it would make your total deductions \$31.84 per week. Deauthorize Serge Staffing to make the deduction for you. Okay. Yeah. Okay. I'm going to save that. So I do know... Uh, so I do wanna let you know that this pending enrollment, um, will take one to two weeks to go through. And then whenever you witness your first payroll deduction, of the \$31.84 come off your paycheck, coverage begins the Monday we receive that deduction from Serge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Rochelle, is there anything else I can assist you with today? No, thank you. Awesome. Well, you have a wonderful day, okay? You too. So how long will it take, two weeks? Uh, one to two weeks, yes, ma'am. Okay. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Justin. Um, this is Rochelle Harden. I had called yesterday, uh, to talk to someone about my, uh, card, and they told me to send a paper in when my, uh, insurance stopped with the w- with, uh, Care Store. And it stopped the 28th and I sent it in. They said I had 30 days, so I sent it in, and no one got back with me.

Speaker speaker_0: Okay. Let me try pulling your file and see what's going on. What's the staffing agency you work for one more time?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4772.

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

Speaker speaker_1: 453 Ceylon Avenue, Mansfield, Ohio 44903.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 10/15/1972.

Speaker speaker_0: And a good telephone number I have is 419-908-0782.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is blackwidowspider908@yahoo?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So let me check note history and see what's going on. Bear with me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: QLE. Okay. So we did receive that email, uh, where you submitted the QLE submission. I do see where the back office, uh, approved the QLE. Um, the representative that was supposed to make the outbound call to you isn't here today, so that's probably why. Um, but yeah, so the QLE has been approved. You have until A- April 13th to be enrolled. Um, but I can go ahead and get this process started for you if need be.

Speaker speaker_1: Oh, yes. 'Cause I- I have, I have, uh, high blood pressure- ... and I'm trying to get to the doctor and get my pills.

Speaker speaker_0: Totally understand. Um, so let's see here. Now, I do see or I do know that Serge Staffing, they do offer three medical plans. Um, one of the medical plans is the MEC TeleRX. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. That's \$16.80 per week. Then they offer two other medical plans, the VIP plans, the VIP Standard and the VIP Classic. Both cover your hospitals, doctors and medications. 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: \$19.53?

Speaker speaker_0: Correct, per week.

Speaker speaker_1: So, so, yeah. So which one is better? Like, the one that pays your, uh, medicine and doctor?

Speaker speaker_0: Um, w- well-

Speaker speaker_1: The-

Speaker speaker_0: ... we're not insurance agents, so we're not allowed to give recommendations. Um, all we do know is that the MEC-

Speaker speaker_1: Oh.

Speaker speaker_0: ... just r- preventative services, while the VIP plan-

Speaker speaker_1: Okay.

Speaker speaker_0: ... does cover your hospitals, doctors and medications.

Speaker speaker_1: Okay, that's the one then.

Speaker speaker_0: Okay, so the VIP Classic or the VIP Standard?

Speaker speaker_1: Yeah. Whichever one pays for the everything.

Speaker speaker_0: Okay, so the VIP Classic. So let's see here. And did you want other things as well, other than medical, or- or just medical?

Speaker speaker_1: What other things do they have? Um, I don't know.

Speaker speaker_0: Um, so they offer, they offer FreeRx, which gives out free or discounted prescription coverage. That's \$5.99 per week. Dental, short-term disability, term life, which is life insurance, vision, critical illness, group accident-

Speaker speaker_1: Wait a minute.

Speaker speaker_0: Uh-

Speaker speaker_1: And none o- none of the, uh, medi- uh, I thought that was on there. None of the dental or the, uh, vision on there? No?

Speaker speaker_0: Um, so those are additional benefit options that can be added to the medical. Um, so I can put you down for those if need be.

Speaker speaker_1: Okay. But how much more is it?

Speaker speaker_0: Um, so dental would be \$4.17, while your vision's \$2.15.

Speaker speaker_1: Okay. That, yeah, that's it right there.

Speaker speaker_0: Okay, so just those three?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, so then-

Speaker speaker_1: Will I be able to come back and just do it again if I need something else or no?

Speaker speaker_0: Um, I do know you have until April 13th to make any final changes, 'cause that's what the account manager approved you for. You have until April 13th-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to make, you know, a decision. Um, so let's see here. So doing the VIP Classic-

Speaker speaker_1: What else... Go down... Okay. Go ahead. I was gonna say, what else they got that I didn't see myself.

Speaker speaker_0: Um, what else they offer is the FreeRx, which gives out free or discounted prescription coverage. Um, they offer short-term disability, term life, which is life insurance-

Speaker speaker_1: Yeah, that's what I'm looking for. The free, uh, or discount...

Speaker speaker_0: Prescriptions?

Speaker speaker_1: Den- uh, prescriptions, yeah.

Speaker speaker_0: Okay, so FreeRx as well. Okay. And then they offer short-term disability, term life, which is life insurance, critical illness, group accident and then behavior health.

Speaker speaker_1: No. That's not-

Speaker speaker_0: Okay.

Speaker speaker_1: ... what I need. I don't need all that.

Speaker speaker_0: So just those four?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So doing those four for employee only, it would make your total deductions \$31.84 per week. Deauthorize Serge Staffing to make the deduction for you.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Okay. I'm going to save that. So I do know... Uh, so I do wanna let you know that this pending enrollment, um, will take one to two weeks to go through. And then whenever you witness your first payroll deduction, of the \$31.84 come off your paycheck, coverage begins the Monday we receive that deduction from Serge Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Rochelle, is there anything else I can assist you with today?

Speaker speaker_1: No, thank you.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You too. So how long will it take, two weeks?

Speaker speaker_0: Uh, one to two weeks, yes, ma'am.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.