

## Transcript: Justin

**Mills-5752450482487296-6624462658650112**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I was calling, um, from... I applied for a HSS position, and they told me to call you about insurance. Uh, when I applied- Okay. Do you want to be awarded the benefits? I, I was interested in one of them, but I wasn't sure, 'cause I don't know when it, I don't when they, when you have anything available. That's all I'm saying. Okay. I mean, I can, I could email you a copy of a benefit guide if you wanted to look something over before making up- I have one. Um, I have one. Okay. The only thing I was interested in is about the vision insurance. Okay, so HSS... What's the last four of your Social? Um, it's 7604. Is it 7604? Yes. All right. And your first and last name? Renee Brown-Gaddy. Go ahead. And for security purposes, could you verify your home address, including city, state and zip code? 300 North Warwick Avenue, uh, Apartment 407, zip code 21233, Boston, Raleigh. And confirm your date of birth? July 1st, 2002. Make a telephone number out of 667-415-8947? Yes, that's correct and it's also incorrect. Um- Let me check that telephone number for you. The... change it? Yes. Um, I think I put a extra number. It's supposed to be 667-212-1027. 27? Okay. And the email I have is nenenprivvvv22icloud? That's correct. That's correct. Yes. Okay, so let's see here. So, I do know that Vision, uh, for employee only would be \$1.99 per week. However, when it comes to Vision, it's just co-pays. Uh, your- Mm-hmm. ... co-pay for an eye exam would be \$10, co-pay for the lenses and frames, \$25. Contact lens fitting is zero, so it's free. However, they do offer a frames allowance for \$130 under that plan. Um, that's fine. I was... The only thing that I was really kind of curious about, um... I was curious, but I'm not... I'll, I do wanna do it. No, I, I do want to do it. Um, but I just don't know when it'll start. That's my only concern, 'cause it's missing stuff. Um, so if we get enrolled today, uh, pending enrollments do take one to two weeks to go through. So, if you are on an assignment already, pending enrollments take one to two weeks- I'm not on an assignment yet. Okay. It just says waiting. Um, so once you get on an assignment. Okay, so once you get on an assignment, pending enrollments take one to two weeks to go through. Okay. I mean, I can do the vision insurance. That's fine. Okay, so Vision for employee only would make your total deductions \$1.99 per week. Do you authorize HSS to make the deduction for you? Yeah, that's fine. Okay. So, like I said, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the dep- \$1.99 come off your paycheck, coverage begins the Monday we receive that deduction from HSS. Seven to 10 business days later, you'll receive your physical ID card and policy information in the mail. Other than that, Renee, is there anything else I can help you out with today? No, thank you. You're welcome. You have a great day, okay? You too. Thank you. Bye-bye. 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: Hello. Um, I was calling, um, from... I applied for a HSS position, and they told me to call you about insurance. Uh, when I applied-

Speaker speaker\_0: Okay. Do you want to be awarded the benefits?

Speaker speaker\_1: I, I was interested in one of them, but I wasn't sure, 'cause I don't know when it, I don't when they, when you have anything available. That's all I'm saying.

Speaker speaker\_0: Okay. I mean, I can, I could email you a copy of a benefit guide if you wanted to look something over before making up-

Speaker speaker\_1: I have one. Um, I have one.

Speaker speaker\_0: Okay.

Speaker speaker\_1: The only thing I was interested in is about the vision insurance.

Speaker speaker\_0: Okay, so HSS... What's the last four of your Social?

Speaker speaker\_1: Um, it's 7604.

Speaker speaker\_0: Is it 7604?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. And your first and last name?

Speaker speaker\_1: Renee Brown-Gaddy.

Speaker speaker\_0: Go ahead. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: 300 North Warwick Avenue, uh, Apartment 407, zip code 21233, Boston, Raleigh.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: July 1st, 2002.

Speaker speaker\_0: Make a telephone number out of 667-415-8947?

Speaker speaker\_1: Yes, that's correct and it's also incorrect. Um-

Speaker speaker\_0: Let me check that telephone number for you.

Speaker speaker\_1: The... change it? Yes. Um, I think I put a extra number. It's supposed to be 667-212-1027.

Speaker speaker\_0: 27? Okay. And the email I have is nenenprivvvv22icloud?

Speaker speaker\_1: That's correct. That's correct. Yes.

Speaker speaker\_0: Okay, so let's see here. So, I do know that Vision, uh, for employee only would be \$1.99 per week. However, when it comes to Vision, it's just co-pays. Uh, your-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... co-pay for an eye exam would be \$10, co-pay for the lenses and frames, \$25. Contact lens fitting is zero, so it's free. However, they do offer a frames allowance for \$130 under that plan.

Speaker speaker\_1: Um, that's fine. I was... The only thing that I was really kind of curious about, um... I was curious, but I'm not... I'll, I do wanna do it. No, I, I do want to do it. Um, but I just don't know when it'll start. That's my only concern, 'cause it's missing stuff.

Speaker speaker\_0: Um, so if we get enrolled today, uh, pending enrollments do take one to two weeks to go through. So, if you are on an assignment already, pending enrollments take one to two weeks-

Speaker speaker\_1: I'm not on an assignment yet.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It just says waiting.

Speaker speaker\_0: Um, so once you get on an assignment. Okay, so once you get on an assignment, pending enrollments take one to two weeks to go through.

Speaker speaker\_1: Okay. I mean, I can do the vision insurance. That's fine.

Speaker speaker\_0: Okay, so Vision for employee only would make your total deductions \$1.99 per week. Do you authorize HSS to make the deduction for you?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Okay. So, like I said, pending enrollments do take one to two weeks to go through. Then whenever you witness your first payroll deduction of the dep- \$1.99 come off your paycheck, coverage begins the Monday we receive that deduction from HSS. Seven to 10 business days later, you'll receive your physical ID card and policy information in the mail. Other than that, Renee, is there anything else I can help you out with today?

Speaker speaker\_1: No, thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.