

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Super calling Benefits and Encouragers. This is Justin. How can I help you today? Uh, hi. Yeah. I'm trying to en- enroll into, uh, the medical plan. Okay. What's the staffing agency you work for? Um, ASG or Vers- Versella or something like that. This is Terra Staffing. Last four of your Social? Uh, 3533. Is that 3533? Yes, sir. And what was your first and last name? Jason Rodriguez. And did you recently just start with Terra Staffing? Oh, no. I said, uh, Versella. Versella. Yeah. Versella is through Terra Staffing. Oh, okay. Yeah, yeah. I don't, I don't know. I don't know. Uh, but yeah. Um, I guess then, no, I've been, I've been with ASG, but I guess they got bought out by Versella. I've been with ASG for like three years. I don't know if that helps. Yeah. What's your full Social? 359883533. Okay. So I actually have to create you a file in our system to enroll you into this benefits. Um, will you spell your first and last name for me please? J-A-S-O-N R-O-D-R-I-G-U-E-Z. And your home address, including city, state and zip code. 140 Del Rio, D-E-L R-I-O Road, Carpenter's Ville, Illinois 60110. And your date of birth? 0703 1993. And a good telephone number I have is 224-465-6126. Yes, sir. And do you have a good email? Yeah. All lowercase J-A-Y R-O-C-S 1993 at gmail.com. Okay. So let's see here. So you stated you just wanted the medical. Anything else? Oh, no, dental. I- it- it's, I, I really just want dental. Okay. No worries. So just dental for yourself, right? Uh, yeah, yeah. My, my kids have, uh, through their mother. So yeah, just for me. Mokay. So dental for employee only would make your total deductions \$3.63 a week. Do you authorize, um, Terra Staffing to make that deduction for you? Yeah. And what... Can you explain everything like, like what it'll cover and everything? Yeah. When it does come to dental, um, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Oh, okay. Nice. Okay, good. Do you authorize Terra to make that dollar, \$3.36 deduction for you? Yeah, yeah. It's gonna be on the check, right? Correct. On my stubs. Yeah. Okay. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck, coverage begins the Monday we receive that deduction from Terra 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, Jason, is there anything else I could help you out with today? Oh, no, that, that'd be it. Thank you. You're welcome. You have a great weekend, okay? You too, man. Thanks. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Super calling Benefits and Encouragers. This is Justin. How can I help you today?

Speaker speaker_2: Uh, hi. Yeah. I'm trying to en- enroll into, uh, the medical plan.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Um, ASG or Vers- Versella or something like that.

Speaker speaker_1: This is Terra Staffing. Last four of your Social?

Speaker speaker_2: Uh, 3533.

Speaker speaker_1: Is that 3533?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Jason Rodriguez.

Speaker speaker_1: And did you recently just start with Terra Staffing?

Speaker speaker_2: Oh, no. I said, uh, Versella. Versella.

Speaker speaker_1: Yeah. Versella is through Terra Staffing.

Speaker speaker_2: Oh, okay. Yeah, yeah. I don't, I don't know. I don't know. Uh, but yeah. Um, I guess then, no, I've been, I've been with ASG, but I guess they got bought out by Versella. I've been with ASG for like three years. I don't know if that helps.

Speaker speaker_1: Yeah. What's your full Social?

Speaker speaker_2: 359883533.

Speaker speaker_1: Okay. So I actually have to create you a file in our system to enroll you into this benefits. Um, will you spell your first and last name for me please?

Speaker speaker_2: J-A-S-O-N R-O-D-R-I-G-U-E-Z.

Speaker speaker_1: And your home address, including city, state and zip code.

Speaker speaker_2: 140 Del Rio, D-E-L R-I-O Road, Carpenter's Ville, Illinois 60110.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 0703 1993.

Speaker speaker_1: And a good telephone number I have is 224-465-6126.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And do you have a good email?

Speaker speaker_2: Yeah. All lowercase J-A-Y R-O-C-S 1993 at gmail.com.

Speaker speaker_1: Okay. So let's see here. So you stated you just wanted the medical. Anything else?

Speaker speaker_2: Oh, no, dental. I- it- it's, I, I really just want dental.

Speaker speaker_1: Okay. No worries. So just dental for yourself, right?

Speaker speaker_2: Uh, yeah, yeah. My, my kids have, uh, through their mother. So yeah, just for me.

Speaker speaker_1: Mokay. So dental for employee only would make your total deductions \$3.63 a week. Do you authorize, um, Terra Staffing to make that deduction for you?

Speaker speaker_2: Yeah. And what... Can you explain everything like, like what it'll cover and everything?

Speaker speaker_1: Yeah. When it does come to dental, um, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible.

Speaker speaker_2: Oh, okay. Nice. Okay, good.

Speaker speaker_1: Do you authorize Terra to make that dollar, \$3.36 deduction for you?

Speaker speaker_2: Yeah, yeah. It's gonna be on the check, right?

Speaker speaker_1: Correct.

Speaker speaker_2: On my stubs. Yeah. Okay.

Speaker speaker_1: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck, coverage begins the Monday we receive that deduction from Terra 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, Jason, is there anything else I could help you out with today?

Speaker speaker_2: Oh, no, that, that'd be it. Thank you.

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

Speaker speaker_2: You too, man. Thanks.

Speaker speaker_1: All right, bye-bye.