

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? How's it going, man? I'm doing pretty good, and yourself? Pretty good, pretty good. Hey, boss, I had, I had a question, man. I was trying to enroll on my phone, and it kept sending like a, um, it sent me like a code, right, for my email, but I can't, I can't access my email, 'cause on the same email I'm trying to get the code. Is there a way I can enroll on the phone? Yeah, I can get you enrolled over the phone. What's the staffing agency you work for? Uh, Verstella. And the last four of your Social? Uh, 8160. And your first and last name? Jesus Maldonado. And for security purposes, could you verify your home address, including city, state and zip code? It's, uh, 566 West Park Avenue, Aurora, Illinois, 60506. And confirm your date of birth? January 7, 2003. And a good telephone number has 331-643-8749? Absolutely. And do you have a good email? It'll be, uh, jesus.guz1921@gmail.com. Gmail, okay. And what did you want to be enrolled into? Um, can you, can you explain the plans for me, man? I honestly couldn't get it. It's my first time, uh, getting health insurance with a, like, employer. Totally understand. So... Um, so yeah, so for seller they offer three different medical plans, the MEC, TeleRx and the VIP Standard bundles. However, the MEC, TeleRx just covers preventative services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$17.96 per week. Then the two other medical plans, the VIP plans, those cover hospitals, doctors and medications. The only major difference between the Standard and the Plus is just how much the insurance carrier pays to cover things, but those range from \$23.02 to \$36.97 per week. Which one's the best one? Um... I wish, I'm- Well, at Benefits in a Card we're not insurance agents, so we really can't give recommendations or say which is the best one. However, we do know that the VIP Plus bundle is the highest tier that's offered through Terra Staffing or Verstella. I'll probably do that one. Okay, so just medical. Yeah, could I have a- Anything else? Yeah. Uh, do you guys have vision? Yeah, vision's \$2.14 per week. I'll do the vision one as well, man. Okay, so just medical and vision, anything else, or just those two? Um, just those two for now. I have to wait for, uh, technically next year, right, if I want to get another coverage? Um, till open enrollment, yes, sir. Okay. Yeah, I think I'll just do the dental, I mean the medical and vision. Okay, so doing those two for employee only would make your total deductions \$39.11 per week. We authorize Verstella to make that deduction for you? Absolutely. Okay. Now, 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 \$39.11 come off your paycheck, coverage begins the Monday we receive that deduction from Verstella. Seven to ten business days later, you'll be, receive your, all of your policy and ID card information in the mail. Other than that, Jesus, is there anything else I can assist you with today? So, let's just say like if I go to the doctor today, I won't be covered? Correct. Until when, two weeks? One to two weeks, yes, sir. Oh, okay.

Um... Is there anything else I can help you out with today? Yeah, 'cause I, I had a doctor's appointment today, and that's the reason why I was... 'Cause I was trying to enroll since they sent out the email, but I couldn't, so I was trying to figure that out. Yeah, um, so... Um... ... unfortunately pending enrollments take one to two weeks to go through, so there is that. Or actually, can I just do the medical one for now? Yeah, I can just do medical, but like I said- Yeah. ... pending enrollments take one to two weeks to go through. Yeah, that's fine. I'll just do the medical one for now. Okay, so just doing medical would make your new total deductions \$36.97 per week, okay? Absolutely. Okay. Is there anything else I can assist you with today? No, sir. Thank you. You're welcome. You have a great day, okay? You too, man. Thank you. Okay, 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: How's it going, man?

Speaker speaker_0: I'm doing pretty good, and yourself?

Speaker speaker_1: Pretty good, pretty good. Hey, boss, I had, I had a question, man. I was trying to enroll on my phone, and it kept sending like a, um, it sent me like a code, right, for my email, but I can't, I can't access my email, 'cause on the same email I'm trying to get the code. Is there a way I can enroll on the phone?

Speaker speaker_0: Yeah, I can get you enrolled over the phone. What's the staffing agency you work for?

Speaker speaker_1: Uh, Verstella.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Uh, 8160.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jesus Maldonado.

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

Speaker speaker_1: It's, uh, 566 West Park Avenue, Aurora, Illinois, 60506.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: January 7, 2003.

Speaker speaker_0: And a good telephone number has 331-643-8749?

Speaker speaker_1: Absolutely.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: It'll be, uh, jesus.guz1921@gmail.com.

Speaker speaker_0: Gmail, okay. And what did you want to be enrolled into?

Speaker speaker_1: Um, can you, can you explain the plans for me, man? I honestly couldn't get it. It's my first time, uh, getting health insurance with a, like, employer.

Speaker speaker_0: Totally understand.

Speaker speaker_1: So...

Speaker speaker_0: Um, so yeah, so for seller they offer three different medical plans, the MEC, TeleRx and the VIP Standard bundles. However, the MEC, TeleRx just covers preventative services only, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's \$17.96 per week. Then the two other medical plans, the VIP plans, those cover hospitals, doctors and medications. The only major difference between the Standard and the Plus is just how much the insurance carrier pays to cover things, but those range from \$23.02 to \$36.97 per week.

Speaker speaker_1: Which one's the best one?

Speaker speaker_0: Um...

Speaker speaker_1: I wish, I'm-

Speaker speaker_0: Well, at Benefits in a Card we're not insurance agents, so we really can't give recommendations or say which is the best one. However, we do know that the VIP Plus bundle is the highest tier that's offered through Terra Staffing or Verstellla.

Speaker speaker_1: I'll probably do that one.

Speaker speaker_0: Okay, so just medical.

Speaker speaker_1: Yeah, could I have a-

Speaker speaker_0: Anything else?

Speaker speaker_1: Yeah. Uh, do you guys have vision?

Speaker speaker_0: Yeah, vision's \$2.14 per week.

Speaker speaker_1: I'll do the vision one as well, man.

Speaker speaker_0: Okay, so just medical and vision, anything else, or just those two?

Speaker speaker_1: Um, just those two for now. I have to wait for, uh, technically next year, right, if I want to get another coverage?

Speaker speaker_0: Um, till open enrollment, yes, sir.

Speaker speaker_1: Okay. Yeah, I think I'll just do the dental, I mean the medical and vision.

Speaker speaker_0: Okay, so doing those two for employee only would make your total deductions \$39.11 per week. We authorize Verstella to make that deduction for you?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Okay. Now, 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 \$39.11 come off your paycheck, coverage begins the Monday we receive that deduction from Verstella. Seven to ten business days later, you'll be, receive your, all of your policy and ID card information in the mail. Other than that, Jesus, is there anything else I can assist you with today?

Speaker speaker_1: So, let's just say like if I go to the doctor today, I won't be covered?

Speaker speaker_0: Correct.

Speaker speaker_1: Until when, two weeks?

Speaker speaker_0: One to two weeks, yes, sir.

Speaker speaker_1: Oh, okay. Um...

Speaker speaker_0: Is there anything else I can help you out with today?

Speaker speaker_1: Yeah, 'cause I, I had a doctor's appointment today, and that's the reason why I was... 'Cause I was trying to enroll since they sent out the email, but I couldn't, so I was trying to figure that out.

Speaker speaker_0: Yeah, um, so...

Speaker speaker_1: Um...

Speaker speaker_0: ... unfortunately pending enrollments take one to two weeks to go through, so there is that.

Speaker speaker_1: Or actually, can I just do the medical one for now?

Speaker speaker_0: Yeah, I can just do medical, but like I said-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... pending enrollments take one to two weeks to go through.

Speaker speaker_1: Yeah, that's fine. I'll just do the medical one for now.

Speaker speaker_0: Okay, so just doing medical would make your new total deductions \$36.97 per week, okay?

Speaker speaker_1: Absolutely.

Speaker speaker_0: Okay. Is there anything else I can assist you with today?

Speaker speaker_1: No, sir. Thank you.

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

Speaker speaker_1: You too, man. Thank you.

Speaker speaker_0: Okay, bye-bye.