

## Transcript: Justin

**Mills-5997583942205440-4526814536056832**

### Full Transcript

Thank you for calling Benefits and Accurts. This is Justin Hucket. How can I help you today? Hi. I was calling about, um, benefits for Norstaffing. Okay, so Norstaffing, what's the last four of your social? Zero, two, six, four. And your first and last name? It's all Denise Mullin. And for security purposes, could you verify your home address, including city, state and zip code for me? 2041 County Highway 14, Winfield, Alabama, 35594. And your date of birth? January 6, 1972. And a good telephone number. Have a 678-663-1823? Yes. And the email, have as romanansophia@gmail.com? Yes. Okay, uh, now quick question. Were you given a benefit guide through Norstaffing by any chance or no? Yeah, they gave me a benefit guide. Okay. And, um, it said to either call or e- or, um, go to the website. Okay. Uh, so let's see. I have a que-... I have a... Mm-hmm? You stated you had a few questions regarding it. Yeah, I have a question regarding the pr- the virtual primary care. Um, d- I was wondering, do they, are they, can they write prescriptions, like for basic things like antibiotics or, or are they, do they, is it just a virtual visit? Um, let me see real quick. I know that there's a separate pharmacy plan. So I was wondering, does the virtual care, are they able to write prescriptions for, you know, basic things? Uh, no. It does tell me they do have medication management and ongoing refills. So I presume th- they do, uh, have the option to prescribe medications. Um, so I do know that. Give me one second. Yes, so they do. Um, so physicians can diagnose in many common symptoms of nonem- nonemergency conditions, recommend treatment options, and prescribe medication when medically appropriate. So yes, they do prescribe medications on the virtual primary care. Okay, good. 'Cause I only wanted to get the vision and the virtual primary. Uh, am, am I able to do that without getting the other medical? Um, yeah, I can put you down for those two, just vision and the virtual primary care? Yeah, just for employee. Okay, so those two. Anything else or just those two? Um, just those two. Let me see about my vision. The vision, I do have one child that has glasses. So let me... For vision, let me get, uh, employee and children. Okay, so employee plus children for vision? Yeah, that's 6.54. I mean \$6.54. Got it. Anything else? Nope, and the primar- primary is just for employee. Okay, so doing those two would make your total deductions \$12.53 per week. Do you authorize Norstaffing to make the deduction for you? Yeah. Okay, so I'm going to save that and add- Okay. ... your dependents down real quick. And what's the first child's name? What's the dependent's name? Yeah. Uh, yeah. Did you get me? I wasn't sure. Uh, Ross, R-O-S-S. And his name, last name, McMullen? Uh, Cowart, C-O-W-A-R-T as in towel. Cowart Yeah. And do you have their social? Um, uh, I don't have it offhand. No worries. So I can put in- Oh yeah? I stated I can put in all zeros for now if you don't have it. Okay, let me see if I have it real quickly. Yeah, I don't have it right now. I'm gonna have to look at him up. Okay, no worries. Um, so like I said, I can put in all zeros for now just as a placeholder. Um, but when you do have a, the social, just give us a call back so we can add it to the coverage. Um, and what's

Ross's date of birth? May 11, 2006. Okay, I have it now if you want it. Okay, yeah. What's that social? Ross is 67- 670-302174. Uh, okay. And is there another dependent I need to add down? Yeah, he doesn't wear glasses, but I guess just in case. He's only 13. It's, um, Royal, R-O-Y-A-L Cowart, same name, C-O-W-A-R-T. And the Social? 79543 9138. Yeah. Okay. And their date of birth? Uh, November 13th, 2011. Okay. Is there another child? Oh. I have one child, but he's, um, 23... He's... What the hell are you, 22? 23, 23. He's still in college, but, um, he doesn't wear glasses either. But let me give it to you just in case, uh, he's still eligible. So, I think they're eligible at 24? 26. Okay. His name is Roman, R-O-A-M-A-N. Same last name. And his Social? 67014 5677. And his date of birth? 12/11... I mean, 12/23/2001. 01. 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 \$12.53 come off your paycheck, coverage begins the Monday we receive that deduction from Nor staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Goldie, is there anything else I could assist you with today? No, that'll be all. Awesome. Well, thank you for calling Benefits and Net Card, and I hope you have a wonderful day, okay? You too. Bye. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Accurts. This is Justin Hucket. How can I help you today?

Speaker speaker\_1: Hi. I was calling about, um, benefits for Norstaffing.

Speaker speaker\_0: Okay, so Norstaffing, what's the last four of your social?

Speaker speaker\_1: Zero, two, six, four.

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

Speaker speaker\_1: It's all Denise Mullin.

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

Speaker speaker\_1: 2041 County Highway 14, Winfield, Alabama, 35594.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: January 6, 1972.

Speaker speaker\_0: And a good telephone number. Have a 678-663-1823?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email, have as romanansophia@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, uh, now quick question. Were you given a benefit guide through Norstaffing by any chance or no?

Speaker speaker\_1: Yeah, they gave me a benefit guide.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And, um, it said to either call or e- or, um, go to the website.

Speaker speaker\_0: Okay. Uh, so let's see.

Speaker speaker\_1: I have a que-... I have a... Mm-hmm?

Speaker speaker\_0: You stated you had a few questions regarding it.

Speaker speaker\_1: Yeah, I have a question regarding the pr- the virtual primary care. Um, d- I was wondering, do they, are they, can they write prescriptions, like for basic things like antibiotics or, or are they, do they, is it just a virtual visit?

Speaker speaker\_0: Um, let me see real quick.

Speaker speaker\_1: I know that there's a separate pharmacy plan. So I was wondering, does the virtual care, are they able to write prescriptions for, you know, basic things?

Speaker speaker\_0: Uh, no. It does tell me they do have medication management and ongoing refills. So I presume th- they do, uh, have the option to prescribe medications. Um, so I do know that. Give me one second. Yes, so they do. Um, so physicians can diagnose in many common symptoms of nonem- nonemergency conditions, recommend treatment options, and prescribe medication when medically appropriate. So yes, they do prescribe medications on the virtual primary care.

Speaker speaker\_1: Okay, good. 'Cause I only wanted to get the vision and the virtual primary. Uh, am, am I able to do that without getting the other medical?

Speaker speaker\_0: Um, yeah, I can put you down for those two, just vision and the virtual primary care?

Speaker speaker\_1: Yeah, just for employee.

Speaker speaker\_0: Okay, so those two. Anything else or just those two?

Speaker speaker\_1: Um, just those two. Let me see about my vision. The vision, I do have one child that has glasses. So let me... For vision, let me get, uh, employee and children.

Speaker speaker\_0: Okay, so employee plus children for vision?

Speaker speaker\_1: Yeah, that's 6.54. I mean \$6.54.

Speaker speaker\_0: Got it. Anything else?

Speaker speaker\_1: Nope, and the primar- primary is just for employee.

Speaker speaker\_0: Okay, so doing those two would make your total deductions \$12.53 per week. Do you authorize Norstaffing to make the deduction for you?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so I'm going to save that and add-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... your dependents down real quick. And what's the first child's name? What's the dependent's name?

Speaker speaker\_1: Yeah. Uh, yeah. Did you get me? I wasn't sure. Uh, Ross, R-O-S-S.

Speaker speaker\_0: And his name, last name, McMullen?

Speaker speaker\_1: Uh, Cowart, C-O-W-A-R-T as in towel. Cowart

Speaker speaker\_2: Yeah.

Speaker speaker\_0: And do you have their social?

Speaker speaker\_1: Um, uh, I don't have it offhand.

Speaker speaker\_0: No worries. So I can put in-

Speaker speaker\_1: Oh yeah?

Speaker speaker\_0: I stated I can put in all zeros for now if you don't have it.

Speaker speaker\_1: Okay, let me see if I have it real quickly. Yeah, I don't have it right now. I'm gonna have to look at him up.

Speaker speaker\_0: Okay, no worries. Um, so like I said, I can put in all zeros for now just as a placeholder. Um, but when you do have a, the social, just give us a call back so we can add it to the coverage. Um, and what's Ross's date of birth?

Speaker speaker\_1: May 11, 2006. Okay, I have it now if you want it.

Speaker speaker\_0: Okay, yeah. What's that social?

Speaker speaker\_1: Ross is 67- 670-302174.

Speaker speaker\_0: Uh, okay. And is there another dependent I need to add down?

Speaker speaker\_1: Yeah, he doesn't wear glasses, but I guess just in case. He's only 13. It's, um, Royal, R-O-Y-A-L Cowart, same name, C-O-W-A-R-T.

Speaker speaker\_0: And the Social?

Speaker speaker\_1: 79543 9138.

Speaker speaker\_0: Yeah. Okay. And their date of birth?

Speaker speaker\_1: Uh, November 13th, 2011.

Speaker speaker\_0: Okay. Is there another child?

Speaker speaker\_1: Oh. I have one child, but he's, um, 23... He's... What the hell are you, 22? 23, 23. He's still in college, but, um, he doesn't wear glasses either. But let me give it to you just in case, uh, he's still eligible. So, I think they're eligible at 24?

Speaker speaker\_0: 26.

Speaker speaker\_1: Okay. His name is Roman, R-O-A-M-A-N. Same last name.

Speaker speaker\_0: And his Social?

Speaker speaker\_1: 67014 5677.

Speaker speaker\_0: And his date of birth?

Speaker speaker\_1: 12/11... I mean, 12/23/2001.

Speaker speaker\_0: 01. 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 \$12.53 come off your paycheck, coverage begins the Monday we receive that deduction from Nor staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Goldie, is there anything else I could assist you with today?

Speaker speaker\_1: No, that'll be all.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits and Net Card, and I hope you have a wonderful day, okay?

Speaker speaker\_1: You too. Bye.

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