

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, uh, you guys tried to call me earlier this morning, but, uh, I was asleep. It was about, uh, my employer, HydroGear, uh, contacting you and everything about, uh, insurance because of the life event. Okay. Um, so what's that staffing agency you work for? Um, uh, Innovative Staff Solutions. And the last four of your Social? 7339. And what were your first and last name? Cameron, uh, Cameron McNeely. And for security purposes, can you verify your home address, including city, state and zip code, Cameron? Uh, yes, I can. Um, my, um, address is 2133 State Route 654 North Marion, Kentucky 42064. And confirm your date of birth? June 23rd, 2003, or 06-23-2003. So which, which is the correct date of birth? 6-25-03, you said? Oh, no, I said 6-23-03, or June 23rd, 2003. I was just, you know, saying either way, however you're having to type it in. My apologies. And a good telephone number I have is 270-969-4435? Yes. And the email I have is cameronmcneely2003 at Gmail? Yes. All right, so let's see here. So looking at note history, looks like the QLE was approved and you are eligible to be enrolled. However, do you have an idea of what you wanted to be enrolled into or no? Um, right now, like, uh, I would, uh, I would say is, like, uh, health insurance as, like, a, as, like, a whole, uh, an option? So just medical? Yeah. Okay. Because I do know... Um, let's see here. They do offer three medical plans. One is the MEC standalone, which just covers preventative services, so like physicals, diabetes, screenings, vaccinations, stuff like that at \$12.21 per week. And then two other medical plans, the Insure Plus plans, the basic and the enhanced, which both cover hospitals, doctors and medications ranging from \$16.29 to \$22.94. I would say, um, the, the, you said the oth- uh, the enhanced one was, uh, uh, two, uh, 22 something a week? \$22.94. Yes. Okay. Yeah. Uh, I would, I would do that. Okay. So just medical, anything else, or just medical? No, just medical. Okay. So doing the Insure Plus Enhanced for employee only would make your total deductions \$22.94 per week. Do you authorize Innovative Staff Solutions to make that deduction for you? Yes. Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness that first payroll deduction of the \$22.94 come off your paycheck, coverage begins the Monday we receive that deduction from Innovative. Seven to 10 business days- ... later, you'll receive all of your policy and ID card information in the mail. Other than that, Cameron, is there anything else I could assist you with today? Uh, no, sir. Thank you. Uh, uh, that was actually really quick. Awesome. Well, you have a wonderful day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hey, uh, you guys tried to call me earlier this morning, but, uh, I was asleep. It was about, uh, my employer, HydroGear, uh, contacting you and everything about, uh, insurance because of the life event.

Speaker speaker_0: Okay. Um, so what's that staffing agency you work for?

Speaker speaker_1: Um, uh, Innovative Staff Solutions.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7339.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Cameron, uh, Cameron McNeely.

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

Speaker speaker_1: Uh, yes, I can. Um, my, um, address is 2133 State Route 654 North Marion, Kentucky 42064.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: June 23rd, 2003, or 06-23-2003.

Speaker speaker_0: So which, which is the correct date of birth? 6-25-03, you said?

Speaker speaker_1: Oh, no, I said 6-23-03, or June 23rd, 2003. I was just, you know, saying either way, however you're having to type it in.

Speaker speaker_0: My apologies. And a good telephone number I have is 270-969-4435?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is cameronmcneely2003 at Gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: All right, so let's see here. So looking at note history, looks like the QLE was approved and you are eligible to be enrolled. However, do you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Um, right now, like, uh, I would, uh, I would say is, like, uh, health insurance as, like, a, as, like, a whole, uh, an option?

Speaker speaker_0: So just medical?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Because I do know... Um, let's see here. They do offer three medical plans. One is the MEC standalone, which just covers preventative services, so like physicals, diabetes, screenings, vaccinations, stuff like that at \$12.21 per week. And then two other medical plans, the Insure Plus plans, the basic and the enhanced, which both cover hospitals, doctors and medications ranging from \$16.29 to \$22.94.

Speaker speaker_1: I would say, um, the, the, you said the oth- uh, the enhanced one was, uh, uh, two, uh, 22 something a week?

Speaker speaker_0: \$22.94. Yes.

Speaker speaker_1: Okay. Yeah. Uh, I would, I would do that.

Speaker speaker_0: Okay. So just medical, anything else, or just medical?

Speaker speaker_1: No, just medical.

Speaker speaker_0: Okay. So doing the Insure Plus Enhanced for employee only would make your total deductions \$22.94 per week. Do you authorize Innovative Staff Solutions to make that deduction for you?

Speaker speaker_1: Yes.

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.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness that first payroll deduction of the \$22.94 come off your paycheck, coverage begins the Monday we receive that deduction from Innovative. Seven to 10 business days- ... later, you'll receive all of your policy and ID card information in the mail. Other than that, Cameron, is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, sir. Thank you. Uh, uh, that was actually really quick.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.