

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, uh, I wanted to, uh, enroll into the, um, dental part of the, uh, benefits. Okay. What's the staffing agency you work for? Uh, Terra Staffing. And the last four of your Social? Um, last four of the Social is 9317. Okay. What was your first and last name? First name is Q-U-I-B-R-I-A-N-C-E. That's Quibrance. And then last name is Devers, D-E-V-E-R-S. And for security purposes, can you verify the home address, including city, state and zip code? Yes. 7425 Morset Avenue, uh, Las Vegas, Nevada 89179. And confirm your date of birth? 6983. And a good telephone number I have is 717-2796. Correct. And the email I have is qdevers6983p at gmail? At gmail.com, yep. Okay. Um, so the dental for employee only. Anything else? Um, how much is that per check or per, um, month? Uh, so dental for employee only is \$3.36. 30, or \$0.63 a week. My apologies. You said \$3.66? 63 cents. Okay, that's cool. And then they check, take that out every check? Correct. Okay, yeah, I want to enroll into that. Okay. Anything else or just that? Um, I wanted to ask you about the, um, the health part of it, uh, the medical. How much is it for me to enroll singly as medical? Um, so they have three different medical plans. One of them just covers preventative healthcare services, uh, which is like physicals, diabetes screenings, vaccinations, stuff like that. Mm-hmm. That one's \$17.96 a week. And then two others, uh, the VIP plans which cover hospitals, doctors and medications. Uh, those range from \$17.66 to \$31.61. Yeah, can I do that one? The, um, the medical one? Uh, which one, the 17 or the 31? Um, let's see, the 17... Let's- No, I want the one where I can actually go to hospitals. Okay, so the hospitals, doctors and medications ones? Okay. Yeah, I think it's the \$31 one. That's the- Yeah. Okay, so the \$31 one? Okay. Anything else? Yeah, I want to ask on that one, is it a PPO or is it I can go anywhere? Uh, for the medical plan? Yeah. Um, so the medical plan's a hospital indemnity. Uh, so the insurance carrier pays us that dollar amount to cover things as long as co-pays have been met. Um, I do know you have to stay in network for the insurance carrier to pay. You have to stay in network? Yeah, in network. Yes, sir. When you say that, what do you mean? Like, there's specific doctors. Oh, okay. There's specific doctors you can go to? Correct. But if you go, you just pay more, right? Uh, yes, sir. So if you go outside of the network, we would pay higher out of pocket. Yes, sir. Okay. Yeah, let me, um... Yeah, let me get the- let me get the \$31 one. Okay, so the VIP+ and dental for employee only. Anything else? That's it. Okay, so doing those two would make your total deductions \$35.24 a week, be authorized Terra Staffing to make the deduction for you? Yes. Okay. Um, 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 \$35.24 come off your paycheck, coverage begins the Monday we receive that deduction from Terra Staffing. 7 to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that,

is there anything else I could help you out with today? Uh, no, that's been great. Thank you. You've been great. You're welcome. You have a great day, okay? Uh, you too, Justin. Thank you. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, uh, I wanted to, uh, enroll into the, um, dental part of the, uh, benefits.

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

Speaker speaker_2: Uh, Terra Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Um, last four of the Social is 9317.

Speaker speaker_1: Okay. What was your first and last name?

Speaker speaker_2: First name is Q-U-I-B-R-I-A-N-C-E. That's Quibrance. And then last name is Devers, D-E-V-E-R-S.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Yes. 7425 Morset Avenue, uh, Las Vegas, Nevada 89179.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 6983.

Speaker speaker_1: And a good telephone number I have is 717-2796.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is qdevers6983p at gmail?

Speaker speaker_2: At gmail.com, yep.

Speaker speaker_1: Okay. Um, so the dental for employee only. Anything else?

Speaker speaker_2: Um, how much is that per check or per, um, month?

Speaker speaker_1: Uh, so dental for employee only is \$3.36. 30, or \$0.63 a week. My apologies.

Speaker speaker_2: You said \$3.66?

Speaker speaker_1: 63 cents.

Speaker speaker_2: Okay, that's cool. And then they check, take that out every check?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay, yeah, I want to enroll into that.

Speaker speaker_1: Okay. Anything else or just that?

Speaker speaker_2: Um, I wanted to ask you about the, um, the health part of it, uh, the medical. How much is it for me to enroll singly as medical?

Speaker speaker_1: Um, so they have three different medical plans. One of them just covers preventative healthcare services, uh, which is like physicals, diabetes screenings, vaccinations, stuff like that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: That one's \$17.96 a week. And then two others, uh, the VIP plans which cover hospitals, doctors and medications. Uh, those range from \$17.66 to \$31.61.

Speaker speaker_2: Yeah, can I do that one? The, um, the medical one?

Speaker speaker_1: Uh, which one, the 17 or the 31?

Speaker speaker_2: Um, let's see, the 17... Let's- No, I want the one where I can actually go to hospitals.

Speaker speaker_1: Okay, so the hospitals, doctors and medications ones? Okay.

Speaker speaker_2: Yeah, I think it's the \$31 one.

Speaker speaker_1: That's the- Yeah. Okay, so the \$31 one? Okay. Anything else?

Speaker speaker_2: Yeah, I want to ask on that one, is it a PPO or is it I can go anywhere?

Speaker speaker_1: Uh, for the medical plan?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, so the medical plan's a hospital indemnity. Uh, so the insurance carrier pays us that dollar amount to cover things as long as co-pays have been met. Um, I do know you have to stay in network for the insurance carrier to pay.

Speaker speaker_2: You have to stay in network?

Speaker speaker_1: Yeah, in network. Yes, sir.

Speaker speaker_2: When you say that, what do you mean?

Speaker speaker_1: Like, there's specific doctors.

Speaker speaker_2: Oh, okay. There's specific doctors you can go to?

Speaker speaker_1: Correct.

Speaker speaker_2: But if you go, you just pay more, right?

Speaker speaker_1: Uh, yes, sir. So if you go outside of the network, we would pay higher out of pocket. Yes, sir.

Speaker speaker_2: Okay. Yeah, let me, um... Yeah, let me get the- let me get the \$31 one.

Speaker speaker_1: Okay, so the VIP+ and dental for employee only. Anything else?

Speaker speaker_2: That's it.

Speaker speaker_1: Okay, so doing those two would make your total deductions \$35.24 a week, be authorized Terra Staffing to make the deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, 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 \$35.24 come off your paycheck, coverage begins the Monday we receive that deduction from Terra Staffing. 7 to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I could help you out with today?

Speaker speaker_2: Uh, no, that's been great. Thank you. You've been great.

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

Speaker speaker_2: Uh, you too, Justin. Thank you.

Speaker speaker_1: All right, bye-bye.