

## Transcript: Justin

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### Full Transcript

Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hey. How are you doing, Justin? I'm Jacques Yves Barrett. I missed a phone call from you guys. Uh, was there a voicemail left by any chance or no? Uh, yeah. Uh, I believe it was for the eligibility of the benefits. Yeah. Let me try pulling your file. What's that staffing agency you work for? Uh, Integrity Trade. And the last four of your social? Uh, 1058. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Barrett? Uh, 1735 North Marywood, Apartment 303, Aurora, Illinois 60505. Looks like I have a PO box on file. Yeah, 4002 Aurora Illinois 60507. They both connected. Okay. And confirm your date of birth for me. July 1st, 1986. And I can tell, the phone number I have is 331-290-5680. Correct. And the email I have is junquilbarrett13@gmail. Correct. Okay. So let me check note history and see what's going on. Bear with me one second. Okay. So, yes. I do see there was an outbound call to you regarding, uh, you can enroll as a new hire. Um, so we can go ahead and get this process started for you. Um, were you emailed a benefit guide by any chance or no? Um, no. No? Okay. Um, so I'll go ahead and email you a copy of the benefit guide just so you have it, and then give you a brief rundown of what's offered. Okay. So just bear with me one more second, okay? Yep. Okay. But the email that you should to be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay? Okay. Okay. Um, so let's see here. So I do know that Integrity Trade Services, they do offer four different medical plans. Um, one of them is the Stay Healthy MEC TeleRX. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that at \$17.96 per week. They do offer two other medical plans, the VIP plans. We have the Classic and the Plus, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Plus is how much the insurance carrier pays to cover things, but those range from \$19.84 to \$32.14. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$44.92 per week. Okay. Um, and I do know that Integrity does offer other things like short-term disability, um, critical illness, dental, vision, group accident, term life, which is life insurance, and behavioral health. Correct, correct, correct. Okay. I just wanna see here. Um, and I also do know that if she advised that you had 30 days from your first paycheck to be enrolled, 'cause that's considered your personal open enrollment period. I don't know if she advised you of that or not. Yeah. Yeah. She did. Okay. Just wanted to be aware. Um, did you have any questions regarding that benefit guide or did you want to take some time to look it over? Uh, no. I'm, I'm actually kinda ready to go if we can start putting- Okay. ... some things in there or is it a link for that? Um, I can go ahead and get that enrolled for you. What were your elections? Okay. I'm gonna do, um, start with the VIP Classic, so it'd just be for employee. Okay. Uh, let's see. I think the next one is, uh, Stay

Healthy so that's the M, uh, EC Enhanced. Uh, so the one that the first one and the top one, wouldn't those two correspond with one another? Uh, what do you mean by that? So the MEC TeleRX with the VIP Classic? Right. Right. Um, let's see. It's more if I Yeah. Hmm. So let me pull up benefit guide. Let me see. Now you do have preventative... I mean, they do cover the exact same, uh, with preventative services plus hospital, doctor and medication coverage. Um, but let's see. Now I do know you, with the MEC Enhanced, you get more hospital admission benefit which is a thousand dollars a day. Um, but under the VIP Classic you get \$500 a day for that. So there is some, uh, more coverage, if that makes any sense. Um... Yes. Yeah. So there's that. Okay. So office, time. Okay. So that's, uh, 44.92 for employee. Yes, sir. All right. So we are mumbles. Okay. So then, um... And then short-term... So, so we got, we got, we got that, right? 'Cause I think the VIP... So if anything, stay within that 'cause the VIP, I mean, it gives a, gives a decent amount. And it's more ... uh, but pro- uh, preventative care is not, um, is not given for that one though at the top. Correct. All right, yeah, 'cause that seems like the higher up the plan you go up, it's working down. Include days max, that was not included. That wasn't mentioned. Okay, yeah. So Classic with the first one. With the MEC? Okay. Yep. And then, um, the second one we have the stay healthy and, uh, EC enhanced, right? Uh, yes. So it's adding, adding more. So yeah, do that for just one and, uh, for that employee, for our employee. So those two. Okay. Okay. Uh, short term disability, d- definitely a yes on that one. Okay. Uh, dental. Uh, critical illness is a possible one. Uh, life term, um, and AD&D, definitely add that one. Uh, and vision, we can also add that as well too. I think I'm missing one. Okay. So just to confirm, we have the VIP Classic, the MEC TeleRX, dental, short term disability, term life, vision, critical illness. Anything else? Um, what's the... I think I might be missing one of the add ons because I think we got vision, got dental, short term- So the other three, there's group accident, behavioral health and then ID experts. Okay. Um, yeah, for just in case, we can add those two. What are, what are we at sitting at right now, like 29? So you want all of the additional benefit options? Yeah. Okay. So doing VIP Classic, the MEC TeleRX, dental, short term disability, term life, vision, critical illness, group accident, behavioral health and ID experts, all for employee only, would make your total deductions \$58.75 per week. Okay, it makes us benefit. And say that one more time. Uh, it'll be \$58.75 per week. Okay, okay. Okay. Do you authorize, uh, Integrity to make that deduction for you? Yeah, definitely. All right, so I'm going to go ahead and save that. I thought we was missing one. We're not missing one. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Right. Then whenever you witness your first payroll deduction, know that \$58.75 come off your paycheck. Coverage begins the Monday we receive that deduction from Integrity Trade Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Mr. Barrett, is there anything else I could assist you with today? Hello, are you still there? Yeah, yeah. Okay. Thank you. Yep. Is there anything else I can assist you with today? Uh, no, no, that was good. Thank you. You're welcome. You have a great day, okay? You too. All right, bye-bye. Oh, it's just one of, one of those I was missing on the insurance part, okay.

## Conversation Format

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

Speaker speaker\_1: Hey. How are you doing, Justin? I'm Jacques Yves Barrett. I missed a phone call from you guys.

Speaker speaker\_0: Uh, was there a voicemail left by any chance or no?

Speaker speaker\_1: Uh, yeah. Uh, I believe it was for the eligibility of the benefits.

Speaker speaker\_0: Yeah. Let me try pulling your file. What's that staffing agency you work for?

Speaker speaker\_1: Uh, Integrity Trade.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Uh, 1058.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Mr. Barrett?

Speaker speaker\_1: Uh, 1735 North Marywood, Apartment 303, Aurora, Illinois 60505.

Speaker speaker\_0: Looks like I have a PO box on file.

Speaker speaker\_1: Yeah, 4002 Aurora Illinois 60507. They both connected.

Speaker speaker\_0: Okay. And confirm your date of birth for me.

Speaker speaker\_1: July 1st, 1986.

Speaker speaker\_0: And I can tell, the phone number I have is 331-290-5680.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is junquilbarrett13@gmail.

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. So let me check note history and see what's going on. Bear with me one second. Okay. So, yes. I do see there was an outbound call to you regarding, uh, you can enroll as a new hire. Um, so we can go ahead and get this process started for you. Um, were you emailed a benefit guide by any chance or no?

Speaker speaker\_1: Um, no.

Speaker speaker\_0: No? Okay. Um, so I'll go ahead and email you a copy of the benefit guide just so you have it, and then give you a brief rundown of what's offered.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So just bear with me one more second, okay?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. But the email that you should to be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, so let's see here. So I do know that Integrity Trade Services, they do offer four different medical plans. Um, one of them is the Stay Healthy MEC TeleRX. Now that just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that at \$17.96 per week. They do offer two other medical plans, the VIP plans. We have the Classic and the Plus, which both cover hospitals, doctors and medications. The only major difference between the Classic and the Plus is how much the insurance carrier pays to cover things, but those range from \$19.84 to \$32.14. However, the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$44.92 per week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, and I do know that Integrity does offer other things like short-term disability, um, critical illness, dental, vision, group accident, term life, which is life insurance, and behavioral health.

Speaker speaker\_1: Correct, correct, correct.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I just wanna see here. Um, and I also do know that if she advised that you had 30 days from your first paycheck to be enrolled, 'cause that's considered your personal open enrollment period. I don't know if she advised you of that or not. Yeah. Yeah. She did.

Speaker speaker\_0: Okay. Just wanted to be aware. Um, did you have any questions regarding that benefit guide or did you want to take some time to look it over?

Speaker speaker\_1: Uh, no. I'm, I'm actually kinda ready to go if we can start putting-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... some things in there or is it a link for that?

Speaker speaker\_0: Um, I can go ahead and get that enrolled for you. What were your elections?

Speaker speaker\_1: Okay. I'm gonna do, um, start with the VIP Classic, so it'd just be for employee.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, let's see. I think the next one is, uh, Stay Healthy so that's the M, uh, EC Enhanced. Uh, so the one that the first one and the top one, wouldn't those two correspond with one another?

Speaker speaker\_0: Uh, what do you mean by that? So the MEC TeleRX with the VIP Classic?

Speaker speaker\_1: Right. Right.

Speaker speaker\_0: Um, let's see.

Speaker speaker\_1: It's more if I

Speaker speaker\_0: Yeah. Hmm. So let me pull up benefit guide. Let me see. Now you do have preventative... I mean, they do cover the exact same, uh, with preventative services plus hospital, doctor and medication coverage. Um, but let's see. Now I do know you, with the MEC Enhanced, you get more hospital admission benefit which is a thousand dollars a day. Um, but under the VIP Classic you get \$500 a day for that. So there is some, uh, more coverage, if that makes any sense. Um...

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. So there's that.

Speaker speaker\_1: Okay. So office, time. Okay. So that's, uh, 44.92 for employee.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: All right. So we are

Speaker speaker\_0: mumbles.

Speaker speaker\_1: Okay. So then, um... And then short-term... So, so we got, we got, we got that, right? 'Cause I think the VIP... So if anything, stay within that 'cause the VIP, I mean, it gives a, gives a decent amount. And it's more ... uh, but pro- uh, preventative care is not, um, is not given for that one though at the top.

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right, yeah, 'cause that seems like the higher up the plan you go up, it's working down. Include days max, that was not included.

Speaker speaker\_2: That wasn't mentioned.

Speaker speaker\_1: Okay, yeah. So Classic with the first one.

Speaker speaker\_0: With the MEC? Okay.

Speaker speaker\_1: Yep. And then, um, the second one we have the stay healthy and, uh, EC enhanced, right?

Speaker speaker\_0: Uh, yes.

Speaker speaker\_1: So it's adding, adding more. So yeah, do that for just one and, uh, for that employee, for our employee. So those two.

Speaker speaker\_0: Okay. Okay.

Speaker speaker\_1: Uh, short term disability, d- definitely a yes on that one.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, dental. Uh, critical illness is a possible one. Uh, life term, um, and AD&D;, definitely add that one. Uh, and vision, we can also add that as well too. I think I'm missing one.

Speaker speaker\_0: Okay. So just to confirm, we have the VIP Classic, the MEC TeleRX, dental, short term disability, term life, vision, critical illness. Anything else?

Speaker speaker\_1: Um, what's the... I think I might be missing one of the add ons because I think we got vision, got dental, short term-

Speaker speaker\_0: So the other three, there's group accident, behavioral health and then ID experts.

Speaker speaker\_1: Okay. Um, yeah, for just in case, we can add those two. What are, what are we at sitting at right now, like 29?

Speaker speaker\_0: So you want all of the additional benefit options?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So doing VIP Classic, the MEC TeleRX, dental, short term disability, term life, vision, critical illness, group accident, behavioral health and ID experts, all for employee only, would make your total deductions \$58.75 per week.

Speaker speaker\_1: Okay, it makes us benefit. And say that one more time.

Speaker speaker\_0: Uh, it'll be \$58.75 per week.

Speaker speaker\_1: Okay, okay.

Speaker speaker\_0: Okay. Do you authorize, uh, Integrity to make that deduction for you?

Speaker speaker\_1: Yeah, definitely.

Speaker speaker\_0: All right, so I'm going to go ahead and save that.

Speaker speaker\_1: I thought we was missing one.

Speaker speaker\_2: We're not missing one.

Speaker speaker\_0: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker\_1: Right.

Speaker speaker\_0: Then whenever you witness your first payroll deduction, know that \$58.75 come off your paycheck. Coverage begins the Monday we receive that deduction from Integrity Trade Services. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Mr. Barrett, is there anything else I could assist you with today? Hello, are you still there?

Speaker speaker\_1: Yeah, yeah. Okay. Thank you.

Speaker speaker\_0: Yep. Is there anything else I can assist you with today?

Speaker speaker\_1: Uh, no, no, that was good. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Oh, it's just one of, one of those I was missing on the insurance part, okay.