

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, my name is Robertson D'Souza. I'm calling for my wife. She's working for HSS. So how she can get her benefits? Um, is she nearby so I can speak with her? Yeah, she's here. Yes. Okay. Yeah, you can talk. Hello? Hey. What's the staffing agency you work for one more time? Oh, I wa- I called for my benefits. Yeah, what's the staffing agency you work for? So they, she's working for HSS. Okay, so HSS? Yeah. Do you authorize him to speak on your behalf for you? Yes. Okay, so HSS. What's the last four of her social? Um, 2931. 31. Sandra. No, man. And your first and last name again? I'm Sandra D'Souza D'Souza. Sandra, okay. And for security purposes, could you verify the home address, including city, state and zip code? Um, hold on. 109 West Elm Street. Okay, let me give it to her first. Before, she used to live at Sandilands. The one, 195 Sandilands in Norwich, Connecticut. Now moving to 109 West Elm Street, Norwich, Connecticut, 06360. You said the new address was 109 West Elm Street? West Elm Street, West Elm Street. M- and M Street, as in Mary, right? It's Elm. E-R- Elm. Okay. Yeah, Elm. Yeah, West Elm Street. My apologies. And the city one more time? The city is in Norwich, 06360, Norwich, Connecticut. Okay. And confirm her date of birth. 01051981. And a good telephone number I have for her is 860-710-6020. -60, 20, yeah. And email is sandra2018@gmail? Sandra1@Gmail.com. Okay, so let's see here. And she was wanting to be enrolled in the benefits, correct? Yeah. How much is gonna cost her? Um, so I do know that HSS, they offer three medical plans. Um, one of 'em just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$15.65 a week. Okay, is that- Another medical plan... Mm-hmm. Another medical plan- Correct. ... the VIP Standard, covers hospitals, doctors and medications. That's \$16.81. Mm-hmm. And then the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$42.61. Oh, okay. All right, just so, just so which one do you take is best for her? Uh, well since we're not insurance agents, we're not allowed to give recommendations. Um, all we do know is that the MEC TeleRx covers preventative healthcare services, the VIP Standard covers hospitals, doctors and medications, and then the MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage. So, so the last one, it cover everything? It's the highest tier that's offered through HSS, yes. Yeah, okay. So, so how much you said every week? Uh, \$42.61 for employee only. Oh, okay. But so the second one, it's cover medical, medicine and hospital. Is that correct? Yes, so the VIP Standard covers hospitals, doctors and medications, yes, sir. Oh, for the second one? The 16? Yes. Correct. Oh, okay. Oh, yeah, she can get the 61. It's almost same. So, so she can go to the hospital and then it cover medical, it cover hospital, it cover everything. Is that correct? Correct. It covers hospitals, doctors and medications. No

preventative- Okay. ... healthcare services. Okay. And also that's the ticket is six... How much you said, 16? \$16.81. Yeah, she can do that. Okay, so just medical. Anything else? No. Okay, so doing medical only for her would make her total deduction \$16.81 per week. Does she authorize HSS to make that deduction for her? Mm-hmm. Yeah. So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever she witnesses her first payroll deduction of the \$16.81 come off her paycheck, coverage begins- Mm-hmm. ... the Monday we receive that deduction from Hospitality Staffing Solutions. Okay, so- Seven to 10 business days later, uh, she'll receive her physical ID card in the mail. Okay. But other than that, is there anything else I can help you out with today? Yeah, you said, you said she got 16 something coming from Healthcare for medical, everything's covered. Medical, hospital, everything, medication, everything. Is that correct? Hospitals, doctors and medication coverage, yes. Yeah. So, so she can go to the hospital, she can use the insurance easily, no problem. Correct. Is that correct? All right. Just so, all right, just so you got the address correct? Yeah. 109 West Elm Street, Norwich, Connecticut. 06360. Yes, sir. Yeah, all right. Just so when she gonna receive the card? Um, so after the pending enrollment process, which takes one to two weeks to go through, um- Mm-hmm. ... she'll receive physical ID cards within seven to 10 business days once she becomes active. Okay. Now, so now she's all set? Correct. She's in a pending enrollment process, yes, sir. Okay, all right. 401K. Hey, so hey, let me ask you, they, they do 401K also? Um, I will reach out to HSS regarding 401K 'cause we don't offer that here at Benefits and a Card. Oh. So, so, oh, do, you, you don't have any number I can call to ask for if they can, if she can get a 401K? Um, now honestly, I don't have a local branch. Oh. I would just go to the local branch she applied to. Oh, okay. All right. So, so, okay, I find out that. Okay, I'm gonna find out. But so for the benefits, she's all set? Correct, yes, sir. Okay, all right. Thanks, thank you. All right. Bye. You're welcome. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, my name is Robertson D'Souza. I'm calling for my wife. She's working for HSS. So how she can get her benefits?

Speaker speaker_1: Um, is she nearby so I can speak with her?

Speaker speaker_2: Yeah, she's here.

Speaker speaker_3: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, you can talk.

Speaker speaker_3: Hello?

Speaker speaker_1: Hey. What's the staffing agency you work for one more time?

Speaker speaker_3: Oh, I wa- I called for my benefits.

Speaker speaker_1: Yeah, what's the staffing agency you work for?

Speaker speaker_2: So they, she's working for HSS.

Speaker speaker_1: Okay, so HSS?

Speaker speaker_2: Yeah.

Speaker speaker_1: Do you authorize him to speak on your behalf for you?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, so HSS. What's the last four of her social?

Speaker speaker_3: Um, 2931.

Speaker speaker_1: 31.

Speaker speaker_3: Sandra.

Speaker speaker_2: No, man.

Speaker speaker_1: And your first and last name again?

Speaker speaker_3: I'm Sandra D'Souza D'Souza.

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

Speaker speaker_3: Um, hold on. 109 West Elm Street.

Speaker speaker_2: Okay, let me give it to her first. Before, she used to live at Sandilands. The one, 195 Sandilands in Norwich, Connecticut. Now moving to 109 West Elm Street, Norwich, Connecticut, 06360.

Speaker speaker_1: You said the new address was 109 West Elm Street?

Speaker speaker_2: West Elm Street, West Elm Street.

Speaker speaker_1: M- and M Street, as in Mary, right?

Speaker speaker_2: It's Elm. E-R-

Speaker speaker_1: Elm. Okay.

Speaker speaker_2: Yeah, Elm. Yeah, West Elm Street.

Speaker speaker_1: My apologies. And the city one more time?

Speaker speaker_2: The city is in Norwich, 06360, Norwich, Connecticut.

Speaker speaker_1: Okay. And confirm her date of birth.

Speaker speaker_2: 01051981.

Speaker speaker_1: And a good telephone number I have for her is 860-710-6020.

Speaker speaker_2: -60, 20, yeah.

Speaker speaker_1: And email is sandra2018@gmail?

Speaker speaker_2: Sandra1@Gmail.com.

Speaker speaker_1: Okay, so let's see here. And she was wanting to be enrolled in the benefits, correct?

Speaker speaker_2: Yeah. How much is gonna cost her?

Speaker speaker_1: Um, so I do know that HSS, they offer three medical plans. Um, one of 'em just covers preventative healthcare services only, so like physicals, diabetes screenings, vaccinations, stuff like that. It's \$15.65 a week.

Speaker speaker_2: Okay, is that-

Speaker speaker_1: Another medical plan...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Another medical plan-

Speaker speaker_2: Correct.

Speaker speaker_1: ... the VIP Standard, covers hospitals, doctors and medications. That's \$16.81.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$42.61.

Speaker speaker_2: Oh, okay. All right, just so, just so which one do you take is best for her?

Speaker speaker_1: Uh, well since we're not insurance agents, we're not allowed to give recommendations. Um, all we do know is that the MEC TeleRx covers preventative healthcare services, the VIP Standard covers hospitals, doctors and medications, and then the MEC Enhanced is a combination of both preventative plus hospital, doctor and medication coverage.

Speaker speaker_2: So, so the last one, it cover everything?

Speaker speaker_1: It's the highest tier that's offered through HSS, yes.

Speaker speaker_2: Yeah, okay. So, so how much you said every week?

Speaker speaker_1: Uh, \$42.61 for employee only.

Speaker speaker_2: Oh, okay. But so the second one, it's cover medical, medicine and hospital. Is that correct?

Speaker speaker_1: Yes, so the VIP Standard covers hospitals, doctors and medications, yes, sir.

Speaker speaker_2: Oh, for the second one? The 16?

Speaker speaker_1: Yes. Correct.

Speaker speaker_2: Oh, okay. Oh, yeah, she can get the 61. It's almost same. So, so she can go to the hospital and then it cover medical, it cover hospital, it cover everything. Is that correct?

Speaker speaker_1: Correct. It covers hospitals, doctors and medications. No preventative-

Speaker speaker_2: Okay.

Speaker speaker_1: ... healthcare services.

Speaker speaker_2: Okay. And also that's the ticket is six... How much you said, 16?

Speaker speaker_1: \$16.81.

Speaker speaker_2: Yeah, she can do that.

Speaker speaker_1: Okay, so just medical. Anything else?

Speaker speaker_2: No.

Speaker speaker_1: Okay, so doing medical only for her would make her total deduction \$16.81 per week. Does she authorize HSS to make that deduction for her?

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: So I do wanna let you know that this pending enrollment will take one to two weeks to go through. Then whenever she witnesses her first payroll deduction of the \$16.81 come off her paycheck, coverage begins-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... the Monday we receive that deduction from Hospitality Staffing Solutions.

Speaker speaker_2: Okay, so-

Speaker speaker_1: Seven to 10 business days later, uh, she'll receive her physical ID card in the mail.

Speaker speaker_2: Okay.

Speaker speaker_1: But other than that, is there anything else I can help you out with today?

Speaker speaker_2: Yeah, you said, you said she got 16 something coming from Healthcare for medical, everything's covered. Medical, hospital, everything, medication, everything. Is that correct?

Speaker speaker_1: Hospitals, doctors and medication coverage, yes.

Speaker speaker_2: Yeah. So, so she can go to the hospital, she can use the insurance easily, no problem.

Speaker speaker_1: Correct.

Speaker speaker_2: Is that correct? All right. Just so, all right, just so you got the address correct?

Speaker speaker_1: Yeah.

Speaker speaker_2: 109 West Elm Street, Norwich, Connecticut.

Speaker speaker_1: 06360. Yes, sir.

Speaker speaker_2: Yeah, all right. Just so when she gonna receive the card?

Speaker speaker_1: Um, so after the pending enrollment process, which takes one to two weeks to go through, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... she'll receive physical ID cards within seven to 10 business days once she becomes active.

Speaker speaker_2: Okay. Now, so now she's all set?

Speaker speaker_1: Correct. She's in a pending enrollment process, yes, sir.

Speaker speaker_2: Okay, all right.

Speaker speaker_3: 401K.

Speaker speaker_2: Hey, so hey, let me ask you, they, they do 401K also?

Speaker speaker_1: Um, I will reach out to HSS regarding 401K 'cause we don't offer that here at Benefits and a Card.

Speaker speaker_2: Oh. So, so, oh, do, you, you don't have any number I can call to ask for if they can, if she can get a 401K?

Speaker speaker_1: Um, now honestly, I don't have a local branch.

Speaker speaker_2: Oh.

Speaker speaker_1: I would just go to the local branch she applied to.

Speaker speaker_2: Oh, okay. All right. So, so, okay, I find out that. Okay, I'm gonna find out. But so for the benefits, she's all set?

Speaker speaker_1: Correct, yes, sir.

Speaker speaker_2: Okay, all right. Thanks, thank you. All right. Bye.

Speaker speaker_1: You're welcome. Bye-bye.