

Transcript: Justin

Mills-6671449009078272-4749503707136000

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah, I'm calling about my, uh, insurance re-enrollment. Okay. What's the staffing agency you work for? Uh, WorkSmart. And the last four of your Social? 506. And what was your first and last name? Uh, Newton Hawkins. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Hawkins? Uh, 357 Quaintabridge, Dakota Jordon, 30577. And your date of birth? 6/30/1972. And a good telephone number I have is 706-297-3425. Huh? A good telephone number I have is- What you say? ... 706-297-3425. Yeah. Yeah. And the email I have is newtonhawkins096@gmail? Uh-huh. Okay. Um, so let's see. And what did you wanna be enrolled into through WorkSmart? Uh, I want... I wanna have the vision, the vision and the dental. So you just wanna do vision and dental? Yeah, I want the... Yeah, I want the, uh, the Basic Insurance, I think. What is that? The VIP Basic. Um, yes, sir. So that one covers hospitals, doctors and medications. Now, I do know the automatic enrollment- Yeah. ... is MEC Standalone, which just covers preventative services. Yeah, I want the, uh, the VIP Basic to cover all that, what you just said. Okay. So no worries. Let's see here. So the VIP Basic Dental and Vision for Employee Only. Anything else? That's it. Okay, so doing those three would make your total deductions \$22.67 per week. You authorize WorkSmart to make the deduction for you? Mm-hmm. Okay, so I'm gonna save that. Sorry for- What's up with VIP Classic? Um, so it's... It covers the same thing, hospitals, doctors and medications. There's just a little bit more coverage to, to that one versus the VIP Basic. Okay. Um, for example, so say for example you have to get surgery in a hospital, under the VIP Basic, the insurance carrier will pay \$250 a day, while under the Classic, they'll pay out \$500 a day. So it's just a little bit more- Well, I think- ... coverage. I'll just keep the, uh, VIP Basic. Okay. Um, now, I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$22.67 come off your paycheck, coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later, you'll receive all of your phys- physical ID cards and policy information in the mail. Other than that, Newton, is there anything else I can assist you with today? Uh, what did you say I had to get back to WorkSmart about? Um, nothing. I was just asking if... do you authorize them to make those deductions for you? Like verbal authorization. Yeah. Uh-huh. Yeah. Okay. Um, but other than that, is there anything else I could assist you with today? Uh, how long will this take to kick in? Um, like I said, pending enrollments take one to two weeks to go through. So it's a one to two-week process. Oh, all right then. I appreciate it. You're welcome. You have a great weekend, okay? Thank you. All right, bye.

Conversation Format

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

Speaker speaker_1: Yeah, I'm calling about my, uh, insurance re-enrollment.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 506.

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

Speaker speaker_1: Uh, Newton Hawkins.

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

Speaker speaker_1: Uh, 357 Quaintabridge, Dakota Jordon, 30577.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 6/30/1972.

Speaker speaker_0: And a good telephone number I have is 706-297-3425.

Speaker speaker_1: Huh?

Speaker speaker_0: A good telephone number I have is-

Speaker speaker_1: What you say?

Speaker speaker_0: ... 706-297-3425.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: And the email I have is newtonhawkins096@gmail?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Um, so let's see. And what did you wanna be enrolled into through WorkSmart?

Speaker speaker_1: Uh, I want... I wanna have the vision, the vision and the dental.

Speaker speaker_0: So you just wanna do vision and dental?

Speaker speaker_1: Yeah, I want the... Yeah, I want the, uh, the Basic Insurance, I think. What is that? The VIP Basic.

Speaker speaker_0: Um, yes, sir. So that one covers hospitals, doctors and medications. Now, I do know the automatic enrollment-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is MEC Standalone, which just covers preventative services.

Speaker speaker_1: Yeah, I want the, uh, the VIP Basic to cover all that, what you just said.

Speaker speaker_0: Okay. So no worries. Let's see here. So the VIP Basic Dental and Vision for Employee Only. Anything else?

Speaker speaker_1: That's it.

Speaker speaker_0: Okay, so doing those three would make your total deductions \$22.67 per week. You authorize WorkSmart to make the deduction for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so I'm gonna save that. Sorry for-

Speaker speaker_1: What's up with VIP Classic?

Speaker speaker_0: Um, so it's... It covers the same thing, hospitals, doctors and medications. There's just a little bit more coverage to, to that one versus the VIP Basic.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, for example, so say for example you have to get surgery in a hospital, under the VIP Basic, the insurance carrier will pay \$250 a day, while under the Classic, they'll pay out \$500 a day. So it's just a little bit more-

Speaker speaker_1: Well, I think-

Speaker speaker_0: ... coverage.

Speaker speaker_1: I'll just keep the, uh, VIP Basic.

Speaker speaker_0: Okay. Um, now, I do wanna let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$22.67 come off your paycheck, coverage begins the Monday we receive that deduction from WorkSmart. Seven to 10 business days later, you'll receive all of your phys- physical ID cards and policy information in the mail. Other than that, Newton, is there anything else I can assist you with today?

Speaker speaker_1: Uh, what did you say I had to get back to WorkSmart about?

Speaker speaker_0: Um, nothing. I was just asking if... do you authorize them to make those deductions for you? Like verbal authorization.

Speaker speaker_1: Yeah. Uh-huh. Yeah.

Speaker speaker_0: Okay. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker_1: Uh, how long will this take to kick in?

Speaker speaker_0: Um, like I said, pending enrollments take one to two weeks to go through. So it's a one to two-week process.

Speaker speaker_1: Oh, all right then. I appreciate it.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: All right, bye.