

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Yes, I work for Terra Staffing and I'm looking for... They sent me the... And that's the, uh, text message that they know, if you want to sign up for health insurance or not. I'm just looking for that option. Okay, so you were looking to be enrolled into benefits? Yes. Okay, so Terra Staffing. What's the last four of your Social? Three, five, five, one. And your first and last name? My first name Hafid, H-A-A-F-I-D. My last name Osman, O-S-M-A-N. And for security purposes, could you verify your home address, including city, state and zip code? My home address is, uh, 3067, 102 El... Southwest... Blackwood, Washington 98490. And your date of birth? 01/01/1980. And a good telephone number I have is 253-753-8740. Yes. The email I have is evosman1@gmail.com. Yes. Okay, so let's see here. Now, did you have an idea of what you wanted to be enrolled into or no? No. Okay. Um, so let's see. So I do know that Terra Staffing, they do offer three medical plans. One of the medical plans is the MEC TeleRx. Now that one just covers preventative healthcare services only. So like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. That's \$17.96 per week. Then they have two other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard and the Plus is how much the insurance carrier pays to cover things. But those range from \$23.02 to \$36.97. However, Terra does offer other things like dental, short term disability, term life, which is life insurance, vision, and ID experts, as well as FreeRx, which is, gives out free or discounted prescription coverage. I just need dental and, and medication and doctor. Medicine and doctor- So do you want a Dental plan and one of the VIP plans? How much the VIP plan? Um, so the VIP Standard is \$23.02, while the VIP Plus is \$36.97. Does cover, uh, descrip- description and description and, uh, dental and everything? Yes, so the VIP plan covers hospitals, doctors and medication coverage. However, dental would be an additional benefit option that can be added to the medical for \$3.63. Well, how much would be a month? Um, so these are weekly deductions. Um, so say if you had the dental and the VIP Plus, those two would make your total deductions \$40.60 per week. Per week? Wow. Yes, sir. I need the, uh... Can I get time to think about it and come back to you? Uh, yes, sir. You do have until February 1st to make that final decision, 'cause that's when their company open enrollment period ends, okay? Okay. Can you send me the package in my email so I can read and I can know about it? Okay. So you want a benefit guide emailed to you? Is that correct? Yes, I need the, I need the, uh, the VIP plan. The one that's like \$35. How much it will be a month? Um, so it's weekly deductions. So not monthly? It's not month... It's not monthly, it's weekly deductions. It's weekly. Okay. Weekly, say how much a week? Um, so for dental and the VIP Plus was \$40.60. However, with the VIP Standard, which still covers hospitals,

doctors and medications, as well as dental, \$26.65. What the difference between, between the \$41 and the 25, the VIP Plus and the VIP? What the difference? Yeah, so the only major difference between the Standard and the Plus is how much the insurance carrier pays to cover things. Um, so prime example, let's see here. So say for example you have to go to the hospital. Under hospital admission benefit, under the VIP Standard, the insurance carrier pays \$500 a day, while under the Plus they pay out \$1,000 a day. So like I said, the only major difference is how much the carrier pays to cover things. Oh. For the car- the pay the carrier the- the- that much money? Yes, so how much... That's the only difference is how much the carrier pays those services out. Okay. Interested. I definitely want to get benefits, but I just need the time and I wanna know about... I want to get more knowledge so make sure I have time that I it. Yeah. Okay. Okay, so I'll go ahead and email you a copy of the benefit guide. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay? Okay. Is there anything else I could help you out with today? That's all. Thank you. You're welcome. You have a great day, okay? You too. Yeah. Goodbye.

Conversation Format

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

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

Speaker speaker_2: Yes, I work for Terra Staffing and I'm looking for... They sent me the... And that's the, uh, text message that they know, if you want to sign up for health insurance or not. I'm just looking for that option.

Speaker speaker_1: Okay, so you were looking to be enrolled into benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so Terra Staffing. What's the last four of your Social?

Speaker speaker_2: Three, five, five, one.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: My first name Hafid, H-A-A-F-I-D. My last name Osman, O-S-M-A-N.

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

Speaker speaker_2: My home address is, uh, 3067, 102 El... Southwest... Blackwood, Washington 98490.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/01/1980.

Speaker speaker_1: And a good telephone number I have is 253-753-8740.

Speaker speaker_2: Yes.

Speaker speaker_1: The email I have is evosman1@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Um, so let's see. So I do know that Terra Staffing, they do offer three medical plans. One of the medical plans is the MEC TeleRx. Now that one just covers preventative healthcare services only. So like your physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. That's \$17.96 per week. Then they have two other medical plans, the VIP plans. Now those actually cover your hospital visits, doctor visits and medication coverage. The only major difference between the Standard and the Plus is how much the insurance carrier pays to cover things. But those range from \$23.02 to \$36.97. However, Terra does offer other things like dental, short term disability, term life, which is life insurance, vision, and ID experts, as well as FreeRx, which is, gives out free or discounted prescription coverage.

Speaker speaker_2: I just need dental and, and medication and doctor. Medicine and doctor-

Speaker speaker_1: So do you want a Dental plan and one of the VIP plans?

Speaker speaker_2: How much the VIP plan?

Speaker speaker_1: Um, so the VIP Standard is \$23.02, while the VIP Plus is \$36.97.

Speaker speaker_2: Does cover, uh, descrip- description and description and, uh, dental and everything?

Speaker speaker_1: Yes, so the VIP plan covers hospitals, doctors and medication coverage. However, dental would be an additional benefit option that can be added to the medical for \$3.63.

Speaker speaker_2: Well, how much would be a month?

Speaker speaker_1: Um, so these are weekly deductions. Um, so say if you had the dental and the VIP Plus, those two would make your total deductions \$40.60 per week.

Speaker speaker_2: Per week? Wow.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I need the, uh... Can I get time to think about it and come back to you?

Speaker speaker_1: Uh, yes, sir. You do have until February 1st to make that final decision, 'cause that's when their company open enrollment period ends, okay?

Speaker speaker_2: Okay. Can you send me the package in my email so I can read and I can know about it?

Speaker speaker_1: Okay. So you want a benefit guide emailed to you? Is that correct?

Speaker speaker_2: Yes, I need the, I need the, uh, the VIP plan. The one that's like \$35. How much it will be a month?

Speaker speaker_1: Um, so it's weekly deductions.

Speaker speaker_2: So not monthly?

Speaker speaker_1: It's not month... It's not monthly, it's weekly deductions.

Speaker speaker_2: It's weekly. Okay. Weekly, say how much a week?

Speaker speaker_1: Um, so for dental and the VIP Plus was \$40.60. However, with the VIP Standard, which still covers hospitals, doctors and medications, as well as dental, \$26.65.

Speaker speaker_2: What the difference between, between the \$41 and the 25, the VIP Plus and the VIP? What the difference?

Speaker speaker_1: Yeah, so the only major difference between the Standard and the Plus is how much the insurance carrier pays to cover things. Um, so prime example, let's see here. So say for example you have to go to the hospital. Under hospital admission benefit, under the VIP Standard, the insurance carrier pays \$500 a day, while under the Plus they pay out \$1,000 a day. So like I said, the only major difference is how much the carrier pays to cover things.

Speaker speaker_2: Oh. For the car- the pay the carrier the- the- that much money?

Speaker speaker_1: Yes, so how much... That's the only difference is how much the carrier pays those services out.

Speaker speaker_2: Okay. Interested. I definitely want to get benefits, but I just need the time and I wanna know about... I want to get more knowledge so make sure I have time that I

Speaker speaker_3: it. Yeah.

Speaker speaker_1: Okay. Okay, so I'll go ahead and email you a copy of the benefit guide. Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could help you out with today?

Speaker speaker_2: That's all. Thank you.

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

Speaker speaker_2: You too. Yeah.

Speaker speaker_1: Goodbye.