

Transcript: Justin

Mills-6742212783587328-6062792678785024

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling- Yeah, hello? ... Benefits and a Card. This is Justin. How can I help you today? I'm calling to enroll in some benefits. Okay. What's the staffing agency you work for? Terra Staffing with Stella, I think. Okay, so Terra Staffing. Last four of your social? Uh, 2279. And what was your first and last name? Ivan Castaneda-Peralta. And for security purposes, can you verify- verify the home address, including city, state and zip code, Ivan? 3025 West Star Oak Road, Phoenix, Arizona 85029. And your date of birth? 12/19/1993. And a good telephone number have a 602-491-6925? Yes. And the email have his ivancjobs19 at gmail? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into through Terra or no? Uh, well, I mean, I, I'm supposed to be qualified for all the benefits, am I? Um, yes, sir. Right. I was just asking if you had, like a, an idea of what you wanted. Well, the health insurance and dental and, uh, vision, I think that's..... Does that count? Let me see. Okay. Um, now I do know that Terra offers three medical plans. One of them is the MEC-TeleRx, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$17.96 a week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard and the plus is how much the insurance carrier pays out to cover things. But those range from \$17.66 to \$31.61 for employee only. Okay. And, uh... Hold on one moment. And, uh, had a question. Is... Can I add a domestic partner to my insurance, or is there a waiting limit? Um, let me verify that. Let's see. Here, do you mind if I place you on a brief hold for a second? Yeah, that's fine. Hello, Ivan. You still there? Yes. Awesome. Thank you so much for holding. So, I did confirm that Terra Staffing does allow, um, domestic partnership. However, you have to fill out an affidavit. So, what I'm going to do, I'm going to email you that form to fill out, and then you would just send it back to us and we can go ahead and investigate that. Okay. Okay. Um- Um- I went ahead and that, uh, email. Um, the affidavit form, uh, emailed that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. That's fine. So, I just have to sign it, right? Or... Well, fill it out and sign it and then just send it- Yeah. ... back to the... So,..... Okay. ... you go. So, I click on the link? Yes, sir. There should be, like, a PDF file or an attachment included in the email. Mm-hmm. It doesn't... Oh, I see. I see. It was all the way at the bottom. Yes, sir. Um, but yes, sir, just fill that out and then send it back to the info@benefitsandcard.com, and then once my account manager or back office looks at it, I can give you a call back letting you know the response, okay? Okay. And, uh, and then from there, I just call... I'll call you back, or how? Um, so once I receive word back from the, my back office regarding the, that information, uh, we'll give you a call back, and then we can get you enrolled with the domestic partner if everything is filled out correctly. Okay. Okay. Well, is

there anything else- Okay. Thank you. ... I can help you with today, Ivan? No, I w... And then, uh, how much would it be for the, the plan for, like, both? Just, like, if it was approved? Uh- Like- ... let's see. So the MEC Telix, that preventative healthcare service one was \$22.86. The VIP Standard and the VIP Plus for employee plus spouse, um, those range from \$33.50 to six- \$66.51. Okay. And that's with the hospital and all that medication stuff, right? Correct. Yes, sir. The Plus? Okay. And those are the only two you have? Uh, those three medical plans, and then there's other additional benefit options like, uh, dental, uh, term life, which is life insurance, vision, group accident, behavioral health, and ID experts. So, there's additional benefit options as well. Um, 'cause my... I was just trying to get my domestic partner vision, and I was trying to get the dental and the, uh, medical and the, uh, the vision too. Okay. Um, so I do know that... Unfortunately, I do know that Care Staffing has vertical restrictions, so if you wanted vision for employee plus spouse, you would have to get everything for employee plus spouse, like medical, dental, vision, et cetera. Okay, okay. I see what you mean. Okay, that's fine. I'll just fill this out and then I, I will talk more when, whenever you give me a call back. Okay. Well, is there anything else I could help you out with today, Ivan? No, that'll be it. Thank you. You're welcome. You have a great day, okay? Okay. All right, bye-bye. Bye. Oh, sorry.

Conversation Format

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

Speaker speaker_1: Thank you for calling-

Speaker speaker_2: Yeah, hello?

Speaker speaker_1: ... Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: I'm calling to enroll in some benefits.

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

Speaker speaker_2: Terra Staffing with Stella, I think.

Speaker speaker_1: Okay, so Terra Staffing. Last four of your social?

Speaker speaker_2: Uh, 2279.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Ivan Castaneda-Peralta.

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

Speaker speaker_2: 3025 West Star Oak Road, Phoenix, Arizona 85029.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/19/1993.

Speaker speaker_1: And a good telephone number have a 602-491-6925?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have his ivancjobs19 at gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through Terra or no?

Speaker speaker_2: Uh, well, I mean, I, I'm supposed to be qualified for all the benefits, am I?

Speaker speaker_1: Um, yes, sir.

Speaker speaker_2: Right.

Speaker speaker_1: I was just asking if you had, like a, an idea of what you wanted.

Speaker speaker_2: Well, the health insurance and dental and, uh, vision, I think that's..... Does that count? Let me see.

Speaker speaker_1: Okay. Um, now I do know that Terra offers three medical plans. One of them is the MEC-TeleRx, which just covers preventative healthcare services, so like physicals, diabetes screenings, vaccinations, stuff like that, at \$17.96 a week. And then two other medical plans, the VIP plans, those actually cover hospitals, doctors and medications. The only major difference between the standard and the plus is how much the insurance carrier pays out to cover things. But those range from \$17.66 to \$31.61 for employee only.

Speaker speaker_2: Okay. And, uh... Hold on one moment. And, uh, had a question. Is... Can I add a domestic partner to my insurance, or is there a waiting limit?

Speaker speaker_1: Um, let me verify that. Let's see. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Hello, Ivan. You still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I did confirm that Terra Staffing does allow, um, domestic partnership. However, you have to fill out an affidavit. So, what I'm going to do, I'm going to email you that form to fill out, and then you would just send it back to us and we can go ahead and investigate that.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Um-

Speaker speaker_1: I went ahead and that, uh, email. Um, the affidavit form, uh, emailed that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com,

okay?

Speaker speaker_2: Okay. That's fine. So, I just have to sign it, right? Or...

Speaker speaker_1: Well, fill it out and sign it and then just send it-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... back to the... So,.....

Speaker speaker_2: Okay.

Speaker speaker_1: ... you go.

Speaker speaker_2: So, I click on the link?

Speaker speaker_1: Yes, sir. There should be, like, a PDF file or an attachment included in the email.

Speaker speaker_2: Mm-hmm. It doesn't... Oh, I see. I see. It was all the way at the bottom.

Speaker speaker_1: Yes, sir. Um, but yes, sir, just fill that out and then send it back to the info@benefitsandcard.com, and then once my account manager or back office looks at it, I can give you a call back letting you know the response, okay?

Speaker speaker_2: Okay. And, uh, and then from there, I just call... I'll call you back, or how?

Speaker speaker_1: Um, so once I receive word back from the, my back office regarding the, that information, uh, we'll give you a call back, and then we can get you enrolled with the domestic partner if everything is filled out correctly.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else-

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: ... I can help you with today, Ivan?

Speaker speaker_2: No, I w... And then, uh, how much would it be for the, the plan for, like, both? Just, like, if it was approved?

Speaker speaker_1: Uh-

Speaker speaker_2: Like-

Speaker speaker_1: ... let's see. So the MEC Telix, that preventative healthcare service one was \$22.86. The VIP Standard and the VIP Plus for employee plus spouse, um, those range from \$33.50 to six- \$66.51.

Speaker speaker_2: Okay. And that's with the hospital and all that medication stuff, right?

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: The Plus? Okay. And those are the only two you have?

Speaker speaker_1: Uh, those three medical plans, and then there's other additional benefit options like, uh, dental, uh, term life, which is life insurance, vision, group accident, behavioral health, and ID experts. So, there's additional benefit options as well.

Speaker speaker_2: Um, 'cause my... I was just trying to get my domestic partner vision, and I was trying to get the dental and the, uh, medical and the, uh, the vision too.

Speaker speaker_1: Okay. Um, so I do know that... Unfortunately, I do know that Care Staffing has vertical restrictions, so if you wanted vision for employee plus spouse, you would have to get everything for employee plus spouse, like medical, dental, vision, et cetera.

Speaker speaker_2: Okay, okay. I see what you mean. Okay, that's fine. I'll just fill this out and then I, I will talk more when, whenever you give me a call back.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today, Ivan?

Speaker speaker_2: No, that'll be it. Thank you.

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

Speaker speaker_2: Okay.

Speaker speaker_1: All right, bye-bye. Bye.

Speaker speaker_3: Oh, sorry.