

Transcript: Pamela

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Full Transcript

... for Benefits in a Car. This is Pamela speaking. How may I help you? Hi. I was told by my employer I needed to call this number about my insurance. Okay. Uh, what's the staffing agency you work for? Associated Staffing. And, um, the last four digits of your Social? 4329. 4329? Yep. And your first and last? 4329. What? Your first and last name. Andrew Bevard. Andrew? Yep. And the last name, sir? I'm sorry, I couldn't hear you well. Bevard, B-E-V-A-R-D. One moment please. And you said Associated Staff- Yep. Hm. Give me one minute. There's something... All right, sir. Can we please verify your complete address and date of birth for security reasons and to make sure we are in the correct file? 419 West 13th Street, Tilleda, Nebraska 69130, 0125-1998. Thank you for the information. You have... We have a telephone number on file, 308-325-8588, and your email is your first name.last name218@icloud.com. That is correct. And what, what would you like to do? Would you like to enroll- I would like to enroll my insurance. And what would you like to be enrolled in? Uh, I don't know anything about the insurance. Okay. So they offer two medical diff- two different medical plan, vision and behavioral health. Um, well today's your last day to enroll. Let me see here. Um, these insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount is your responsibility. Um- Okay. ... we're here until 8:00 Eastern Time. If you want, I could go ahead and email you the benefit guide so you could go over the plans and see what they offer and what will they cover. For example, I could give you... Let's see. Oh, they also offer a plan called MVP which is more towards the traditional plan. That one's to have a high deductible. Uh- What would you recommend? Well, I cannot recommend you any plan, but I will say it all depends how often you go to the doctor's, um, because... For example, they have a Stay Healthy plan that is for your preventive care. Um, the same thing- I don't go to the doctor very often. Okay. These are for the ones who- The main thing I need is... The main thing I need is some new glasses. In the what? I need new glasses. I don't know. For some reason, it's, it's getting like, um, some static when you're speaking and I'm not able- No, that's all right with me. Okay. Main thing I need is, like, vision and dental. Okay. They do not offer dental. Okay. What about vision? Vision they do and, uh, it costs \$1.99 for paycheck. You'll have a, uh, a \$10 copay for eye exam, \$10 co-a \$25 copay for the lenses and frame, and the insurance going to give you \$130 so it's, um, an allowance that you could use for the frames and glass. All right. Let's go with that plan. All right. Right. So the vision plan will start the following Monday after we receive the first premium from your employer. Then the ID card will be generated in the system and they will be mailed out to you within seven to ten business days. All right. Sounds good. Okay. Anything else I can do for you, sir? Nope, that'll be it. Thank you for giving us a call today. Have a wonderful- Thank you. Bye.

Conversation Format

Speaker speaker_0: ... for Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I was told by my employer I needed to call this number about my insurance.

Speaker speaker_0: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_1: Associated Staffing.

Speaker speaker_0: And, um, the last four digits of your Social?

Speaker speaker_1: 4329.

Speaker speaker_0: 4329?

Speaker speaker_1: Yep.

Speaker speaker_0: And your first and last?

Speaker speaker_1: 4329. What?

Speaker speaker_0: Your first and last name.

Speaker speaker_1: Andrew Bevard.

Speaker speaker_0: Andrew?

Speaker speaker_1: Yep.

Speaker speaker_0: And the last name, sir? I'm sorry, I couldn't hear you well.

Speaker speaker_1: Bevard, B-E-V-A-R-D.

Speaker speaker_0: One moment please. And you said Associated Staff-

Speaker speaker_1: Yep.

Speaker speaker_0: Hm. Give me one minute. There's something... All right, sir. Can we please verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker_1: 419 West 13th Street, Tilleda, Nebraska 69130, 0125-1998.

Speaker speaker_0: Thank you for the information. You have... We have a telephone number on file, 308-325-8588, and your email is your first name.last name218@icloud.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: And what, what would you like to do? Would you like to enroll-

Speaker speaker_1: I would like to enroll my insurance.

Speaker speaker_0: And what would you like to be enrolled in?

Speaker speaker_1: Uh, I don't know anything about the insurance.

Speaker speaker_0: Okay. So they offer two medical diff- two different medical plan, vision and behavioral health. Um, well today's your last day to enroll. Let me see here. Um, these insurance are not like major insurance. They already have a set amount that they're gonna pay. Anything above that amount is your responsibility. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we're here until 8:00 Eastern Time. If you want, I could go ahead and email you the benefit guide so you could go over the plans and see what they offer and what will they cover. For example, I could give you... Let's see. Oh, they also offer a plan called MVP which is more towards the traditional plan. That one's to have a high deductible. Uh-

Speaker speaker_1: What would you recommend?

Speaker speaker_0: Well, I cannot recommend you any plan, but I will say it all depends how often you go to the doctor's, um, because... For example, they have a Stay Healthy plan that is for your preventive care. Um, the same thing-

Speaker speaker_1: I don't go to the doctor very often.

Speaker speaker_0: Okay. These are for the ones who-

Speaker speaker_1: The main thing I need is... The main thing I need is some new glasses.

Speaker speaker_0: In the what?

Speaker speaker_1: I need new glasses.

Speaker speaker_0: I don't know. For some reason, it's, it's getting like, um, some static when you're speaking and I'm not able-

Speaker speaker_1: No, that's all right with me. Okay. Main thing I need is, like, vision and dental.

Speaker speaker_0: Okay. They do not offer dental.

Speaker speaker_1: Okay. What about vision?

Speaker speaker_0: Vision they do and, uh, it costs \$1.99 for paycheck. You'll have a, uh, a \$10 copay for eye exam, \$10 co- a \$25 copay for the lenses and frame, and the insurance going to give you \$130 so it's, um, an allowance that you could use for the frames and glass.

Speaker speaker_1: All right. Let's go with that plan.

Speaker speaker_0: All right. Right. So the vision plan will start the following Monday after we receive the first premium from your employer. Then the ID card will be generated in the system and they will be mailed out to you within seven to ten business days.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Okay. Anything else I can do for you, sir?

Speaker speaker_1: Nope, that'll be it.

Speaker speaker_0: Thank you for giving us a call today. Have a wonderful-

Speaker speaker_1: Thank you. Bye.