

## Transcript: Pearl

**Rojas-4582824751349760-5959099743158272**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Herdo. A pleasure speaking with you. My name is Tia Evans. Hi, good afternoon, Ms. Evans. Yes, so I got a message from The Resource, who is my current employer. And they said to call this number if you wanted to sign up for the benefits or find out more information about the benefits that they are offering this year. Yep. So, um, The Resource offers be- uh, healthcare benefits to the employees, medical, dental, vision, short-term disability, things like that. Um, the price depends on how many plans you choose, because they are- they are all separate, and who you choose to cover. It's something that they take from your check every week. You don't have to sign up, but it is something that they offer and right now it's time for company open enrollment. Okay. So what do I need to do to enroll? So you can either do it online... Actually, bear with me one moment. Let me make sure that date is correct. Um, yes, so they are in company open enrollment so you can do it online or over the phone with us, however you prefer. Okay. Can you and I do it now? Of course. What are the last four digits of your Social? It's 5415. I need you to confirm your address and date of birth. Okay, so my, um, address has changed from what was in the system. It's 3615 Cash, C-A-S-H, Drive, Apartment J, Winston-Salem, North Carolina 27107. Okay. And what was your previous address? 2700 Tower Gate Court, Apartment Number 4, Winston-Salem, North Carolina 27105. I mean, 106. I'm sorry. Okay. And what is your date of birth? 2/27/1967. Okay. So you said that new address is 3615 Cash Drive, Apartment, um, J, in Winston-Salem, 27106. No, 27107. Sorry, yes, seven. Okay. And then I have your phone number as 336-705-4608. That's correct. I have your email address as tiaevans@gmail.com. That's correct. All righty. And what are you looking to enroll into today? So I kinda, um, saw it in the, in my email, but, um, it was a lot of information. So, um, I was looking at, um, medical, dental, vision, short-term disability, life insurance. So I think it was a lot to choose from, but, um, if that's something that you can help, or I can go online and try to kinda, um, pick and choose. Well, so for, for vision and dental, there's only one plan. So, um, if you're wanting dental or vision, there's only one option for each. Um, same with disability-short-term disability and term life. The only thing that has, um, options you can choose from is your medical. There's two medical plans. Um, well, technically, there's three. So the VIP Classic is \$18.55 a week. The VIP Basic is \$15.50 a week. The difference between these plans are how much they cover for each service. And then they also offer Free Rx Virtual Primary Care. Um, that plan is \$5.99, but it is simply virtual, so over the phone or, um, uh, via web. Um, you wouldn't be able to go into a doctor office. That one is just via web. Mm-hmm. Okay. So what is the website that you can go on to kinda, you know, contrast and compare? Okay, um- Uh, I think I need to be able to look at it. Yeah, I need to be able to look at the plans versus, uh, going over it on the phone. Okay, no worries. I can send you a copy of the

guide. It's gonna show you the plans that are offered, what they each cover, how much they cover, um, and how much they cost a week. Right, and will it give me a enrollment link? Um, no, it won't, but I can give you that, um, so you have that. Okay. Yeah, that is [www.mybiac.com/th-](http://www.mybiac.com/th-) one second, forward slash, The Resource. And then when you go there, you're gonna want to click Enroll/Decline Coverage and, um, register as a new user and then you'll be able to make your selections there. Enroll/Decline, and then what was the other? You'll re- you'll register as a new user and then you'll be able- Okay. ... to log in and, and make your selections. Okay. All righty. Well, I thank you so much. No problem. Thank you so much for calling. You have a great day. Okay, you too now. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Herdo. A pleasure speaking with you.

Speaker speaker\_2: My name is Tia Evans.

Speaker speaker\_1: Hi, good afternoon, Ms. Evans.

Speaker speaker\_2: Yes, so I got a message from The Resource, who is my current employer. And they said to call this number if you wanted to sign up for the benefits or find out more information about the benefits that they are offering this year.

Speaker speaker\_1: Yep. So, um, The Resource offers be- uh, healthcare benefits to the employees, medical, dental, vision, short-term disability, things like that. Um, the price depends on how many plans you choose, because they are- they are all separate, and who you choose to cover. It's something that they take from your check every week. You don't have to sign up, but it is something that they offer and right now it's time for company open enrollment.

Speaker speaker\_2: Okay. So what do I need to do to enroll?

Speaker speaker\_1: So you can either do it online... Actually, bear with me one moment. Let me make sure that date is correct. Um, yes, so they are in company open enrollment so you can do it online or over the phone with us, however you prefer.

Speaker speaker\_2: Okay. Can you and I do it now?

Speaker speaker\_1: Of course. What are the last four digits of your Social?

Speaker speaker\_2: It's 5415.

Speaker speaker\_1: I need you to confirm your address and date of birth.

Speaker speaker\_2: Okay, so my, um, address has changed from what was in the system. It's 3615 Cash, C-A-S-H, Drive, Apartment J, Winston-Salem, North Carolina 27107.

Speaker speaker\_1: Okay. And what was your previous address?

Speaker speaker\_2: 2700 Tower Gate Court, Apartment Number 4, Winston-Salem, North Carolina 27105. I mean, 106. I'm sorry.

Speaker speaker\_1: Okay. And what is your date of birth?

Speaker speaker\_2: 2/27/1967.

Speaker speaker\_1: Okay. So you said that new address is 3615 Cash Drive, Apartment, um, J, in Winston-Salem, 27106.

Speaker speaker\_2: No, 27107.

Speaker speaker\_1: Sorry, yes, seven. Okay. And then I have your phone number as 336-705-4608.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: I have your email address as tiaevans@gmail.com.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All righty. And what are you looking to enroll into today?

Speaker speaker\_2: So I kinda, um, saw it in the, in my email, but, um, it was a lot of information. So, um, I was looking at, um, medical, dental, vision, short-term disability, life insurance. So I think it was a lot to choose from, but, um, if that's something that you can help, or I can go online and try to kinda, um, pick and choose.

Speaker speaker\_1: Well, so for, for vision and dental, there's only one plan. So, um, if you're wanting dental or vision, there's only one option for each. Um, same with disability and term life. The only thing that has, um, options you can choose from is your medical. There's two medical plans. Um, well, technically, there's three. So the VIP Classic is \$18.55 a week. The VIP Basic is \$15.50 a week. The difference between these plans are how much they cover for each service. And then they also offer Free Rx Virtual Primary Care. Um, that plan is \$5.99, but it is simply virtual, so over the phone or, um, uh, via web. Um, you wouldn't be able to go into a doctor office. That one is just via web.

Speaker speaker\_2: Mm-hmm. Okay. So what is the website that you can go on to kinda, you know, contrast and compare?

Speaker speaker\_1: Okay, um-

Speaker speaker\_2: Uh, I think I need to be able to look at it. Yeah, I need to be able to look at the plans versus, uh, going over it on the phone.

Speaker speaker\_1: Okay, no worries. I can send you a copy of the guide. It's gonna show you the plans that are offered, what they each cover, how much they cover, um, and how much they cost a week.

Speaker speaker\_2: Right, and will it give me a enrollment link?

Speaker speaker\_1: Um, no, it won't, but I can give you that, um, so you have that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, that is [www.mybiac](http://www.mybiac).

Speaker speaker\_2: B-I-A-C?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Dot com/th- one second, forward slash, The Resource. And then when you go there, you're gonna want to click Enroll/Decline Coverage and, um, register as a new user and then you'll be able to make your selections there.

Speaker speaker\_2: Enroll/Decline, and then what was the other?

Speaker speaker\_1: You'll re- you'll register as a new user and then you'll be able-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to log in and, and make your selections.

Speaker speaker\_2: Okay. All righty. Well, I thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Okay, you too now. Bye-bye.