

Transcript: Pearl

Rojas-4603855694905344-5533602029420544

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? I'm Evelyne Tadesse. Good morning. Morning. How can I assist you? Uh, yesterday, we... Somebody called me but I don't know if it was you or somebody else. Called me by this phone. We tried to talk to each other but at the end, the, the, the phone was hang up. That mean we didn't, uh, conclude the conversation about my benefit. Okay. What's the name of the staffing agency you work for? E-Evelyne Tadesse. E-V-E- The na-... No, the name of the staffing agency. Oh, uh, Site- Site Staffing. Site Staffing. And the last four digits of your Social? 6399. All righty. And if you can confirm your address and date of birth. My address is 1428 South 88th Street West Side in Milwaukee. Uh, my date of birth, March 22nd, 1975. Okay. And I have your phone number as 414-484-5780? Correct. And I have your email address as D- D-J-U-S-S-I.K.E.Flore@Gmail.com? Exactly, yes. All righty. Let's take a look here. Bear with me one moment. Okay. Okay. So what it looks like is that they called you yesterday to let you know that you filled out a form, an enrollment form for coverage. Um- Mm-hmm. But you left... You only chose family. You didn't choose any plans. Um, you didn't choose any plans or give us any dependent information. So they were calling you to see if you wanted the coverage or not. Uh, I want to be covered. You want to be enrolled? Yeah. Okay. Do you know what you're wanting to enroll in? Yeah. I need the health, the vision, and the dental for my husband and myself. Okay, for just you and your husband. Mm-hmm. So dental is \$6.50 a week. Vision is \$4.02 a week. This is for both of you guys. And then for health, you can choose one of three plans. The VIP Standard is 31- 3156 a week. The Classic- Mm-hmm. ... is 3576 a week. And the Plus is 6229 a week. These plans don't have copay or deductibles, but they only cover up to a certain dollar amount for each service. The difference between the three is that dollar amount that they cover. Okay. I want the first one. Sure. You say it's 3156, right? 3156 a week. Yes, ma'am. Yeah, that's fine. Okay. So your weekly deductions for all three plans are going to be \$42.08. That's fine. That's cool. Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you're active. And then later that week you receive your dental and vision card in the mail, and your medical will go to your email. Okay. Thank you so much. What is, what is your husband's name? Uh, Ely Tadesse. Can you spell that phrase again for me? Ely Tadesse. Ely is E-L-Y E-L-I-E, Ely. E-L-I-E? Mm-hmm. I... Yeah. And the last name? Tadesse. T-A-D-I-E-S-S-E. Okay. Full Social? Oh, that's for sure. I need to check. I need to check. I need to check. That's... I just don't remember. Um, let me see. Give me one second. Mm-hmm. Um, okay. Uh, put it on my document. It's on the form. I can grab that off the form. Give me one moment. Okay. Okay. Okay. Okay. What is his date of birth? Uh, October 3rd, 1975. All righty. Got all the information down. Is there anything else I can assist you with today? No, I think so. Okay. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: I'm Evelyne Tadesse. Good morning.

Speaker speaker_0: Morning. How can I assist you?

Speaker speaker_1: Uh, yesterday, we... Somebody called me but I don't know if it was you or somebody else. Called me by this phone. We tried to talk to each other but at the end, the, the, the phone was hang up. That mean we didn't, uh, conclude the conversation about my benefit.

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

Speaker speaker_1: E-Evelyne Tadesse. E-V-E-

Speaker speaker_0: The na-... No, the name of the staffing agency.

Speaker speaker_1: Oh, uh, Site- Site Staffing.

Speaker speaker_0: Site Staffing. And the last four digits of your Social?

Speaker speaker_1: 6399.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: My address is 1428 South 88th Street West Side in Milwaukee. Uh, my date of birth, March 22nd, 1975.

Speaker speaker_0: Okay. And I have your phone number as 414-484-5780?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as D-D-J-U-S-S-I.K.E.Flore@Gmail.com?

Speaker speaker_1: Exactly, yes.

Speaker speaker_0: All righty. Let's take a look here. Bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So what it looks like is that they called you yesterday to let you know that you filled out a form, an enrollment form for coverage. Um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: But you left... You only chose family. You didn't choose any plans. Um, you didn't choose any plans or give us any dependent information. So they were calling you to

see if you wanted the coverage or not.

Speaker speaker_1: Uh, I want to be covered.

Speaker speaker_0: You want to be enrolled?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Do you know what you're wanting to enroll in?

Speaker speaker_1: Yeah. I need the health, the vision, and the dental for my husband and myself.

Speaker speaker_0: Okay, for just you and your husband.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So dental is \$6.50 a week. Vision is \$4.02 a week. This is for both of you guys. And then for health, you can choose one of three plans. The VIP Standard is 31- 3156 a week. The Classic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is 3576 a week. And the Plus is 6229 a week. These plans don't have copay or deductibles, but they only cover up to a certain dollar amount for each service. The difference between the three is that dollar amount that they cover.

Speaker speaker_1: Okay. I want the first one.

Speaker speaker_0: Sure.

Speaker speaker_1: You say it's 3156, right?

Speaker speaker_0: 3156 a week. Yes, ma'am.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. So your weekly deductions for all three plans are going to be \$42.08.

Speaker speaker_1: That's fine. That's cool.

Speaker speaker_0: Okay. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you're active. And then later that week you receive your dental and vision card in the mail, and your medical will go to your email.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: What is, what is your husband's name?

Speaker speaker_1: Uh, Ely Tadesse.

Speaker speaker_0: Can you spell that phrase again for me?

Speaker speaker_1: Ely Tadesse. Ely is E-L-Y E-L-I-E, Ely.

Speaker speaker_0: E-L-I-E?

Speaker speaker_1: Mm-hmm. I... Yeah.

Speaker speaker_0: And the last name?

Speaker speaker_1: Tadesse. T-A-D-I-E-S-S-E.

Speaker speaker_0: Okay. Full Social?

Speaker speaker_1: Oh, that's for sure. I need to check. I need to check. I need to check. That's... I just don't remember.

Speaker speaker_0: Um, let me see. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, okay.

Speaker speaker_1: Uh, put it on my document.

Speaker speaker_0: It's on the form. I can grab that off the form. Give me one moment.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. Okay. What is his date of birth?

Speaker speaker_1: Uh, October 3rd, 1975.

Speaker speaker_0: All righty. Got all the information down. Is there anything else I can assist you with today?

Speaker speaker_1: No, I think so.

Speaker speaker_0: Okay. You have a great day.

Speaker speaker_1: Thank you.