

Transcript: Pearl

Rojas-4627252016496640-5062687410798592

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Kayla Timmons. And how can I assist you? Um, I was wondering if I could get some health insurance. Uh, WSI told me to call this number. Okay. WSI, is that, uh, WorkSmart or Workforce Solut- uh, Solution? Oh, Workforce. Workforce. Okay, so, and, and I'm sorry, it's Workforce Strategies, correct? Yes. Okay. And what is the last four digits of your Social? Uh, 7-8-9-2. Hmm. And if you can verify your address and date of birth for me? Address? Yes. One second. My date of birth is 2-29-96 and my address is, give me one second... It is, uh, 62523 62nd Avenue, Hartford, Michigan, 49057. We have a different address on file. Oh. Oh, it might be my old address. Uh, 300 South George Street, Decatur, Michigan. All right. And you said that new address is 62523 62nd Avenue? Uh... Yes. All righty. And that's Hartford, Michigan, you said. Correct? Yes. Okay. And I have your phone number as 269-423-2004? Yes. And then, I have your email address as K-k-a-t-i-m-m-o-n-s-9-6@... You are.com? Yes. All righty. And do you know what you're wanting to enroll in today? Uh... When? I'm sorry, what was that? Uh, y- Do you know what you're wanting to enroll in today? Hello? Uh, today. Yes, but do you know what you're wanting to enroll in? What plans are you wanting? What plan? Uh, I don't know. Okay. Did you want to do, like, medical, dental, vision, short-term disability? Um, medical. Medical? Okay. So for, as far as medical, there's two plans that you can, there's two plans that you can choose from. Um, the VIP Classic and then the Elite Standard. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each plan. Um, and then the difference between the two is that dollar amount and the certain services that are covered. The Classic is \$19.98 a week for just yourself and the E- Elite Standard is \$27.43 a week for just yourself. I'll do the second one. All righty. Um, and did you want to do anything else? Dental, vision, group accident, critical illness, behavioral/mental health? Uh, just that. Just that one? Okay. So your weekly deductions are gonna be of \$27.43. It will take one to two weeks for that, that agency to start the deductions. Once they do, the following Monday you become active, and then later that week you'll receive your card to your email. Okay. Do you have any questions? No, that'll be it. Thank you. All right. Thank you so much for calling. 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 do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Kayla Timmons.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was wondering if I could get some health insurance. Uh, WSI told me to call this number.

Speaker speaker_0: Okay. WSI, is that, uh, WorkSmart or Workforce Solut- uh, Solution?

Speaker speaker_1: Oh, Workforce.

Speaker speaker_0: Workforce. Okay, so, and, and I'm sorry, it's Workforce Strategies, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And what is the last four digits of your Social?

Speaker speaker_1: Uh, 7-8-9-2.

Speaker speaker_0: Hmm. And if you can verify your address and date of birth for me?

Speaker speaker_1: Address?

Speaker speaker_0: Yes.

Speaker speaker_1: One second. My date of birth is 2-29-96 and my address is, give me one second... It is, uh, 62523 62nd Avenue, Hartford, Michigan, 49057.

Speaker speaker_0: We have a different address on file.

Speaker speaker_1: Oh. Oh, it might be my old address. Uh, 300 South George Street, Decatur, Michigan.

Speaker speaker_0: All right. And you said that new address is 62523 62nd Avenue?

Speaker speaker_1: Uh... Yes.

Speaker speaker_0: All righty. And that's Hartford, Michigan, you said. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And I have your phone number as 269-423-2004?

Speaker speaker_1: Yes.

Speaker speaker_0: And then, I have your email address as K- k-a-t-i-m-m-o-n-s-9-6@... You are.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Uh... When?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Uh, y-

Speaker speaker_0: Do you know what you're wanting to enroll in today? Hello?

Speaker speaker_1: Uh, today.

Speaker speaker_0: Yes, but do you know what you're wanting to enroll in? What plans are you wanting?

Speaker speaker_1: What plan? Uh, I don't know.

Speaker speaker_0: Okay. Did you want to do, like, medical, dental, vision, short-term disability?

Speaker speaker_1: Um, medical.

Speaker speaker_0: Medical? Okay. So for, as far as medical, there's two plans that you can, there's two plans that you can choose from. Um, the VIP Classic and then the Elite Standard. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each plan. Um, and then the difference between the two is that dollar amount and the certain services that are covered. The Classic is \$19.98 a week for just yourself and the E-Elite Standard is \$27.43 a week for just yourself.

Speaker speaker_1: I'll do the second one.

Speaker speaker_0: All righty. Um, and did you want to do anything else? Dental, vision, group accident, critical illness, behavioral/mental health?

Speaker speaker_1: Uh, just that.

Speaker speaker_0: Just that one? Okay. So your weekly deductions are gonna be of \$27.43. It will take one to two weeks for that, that agency to start the deductions. Once they do, the following Monday you become active, and then later that week you'll receive your card to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that'll be it. Thank you.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you.