

## Transcript: Pearl

**Rojas-4730583096705024-6588793265012736**

### 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. Who can I have the pleasure of speaking with? Terry Jones. How can I assist you, Mr. Jones? Um, I got a message from, um, my employer where I, um, what I been working for just recently. They, and it had something about apply for benefits. It- Okay. ... came through on the- Okay. So you just started working for them? What's the name of that staffing agency? Uh, WorkSmart in Lavonia, Georgia. WorkSmart. Okay. So WorkSmart offers healthcare coverage to their employees. They give you 30 days from receiving your first paycheck to either decide on which plans you're wanting to enroll in or decline the coverage altogether. The price depends on which plans you choose and who you choose to cover, and it's something that's deducted from your checking every week. And if you don't decline or pick a pla- pick plans, then they automatically enroll you in a plan that's selected. Okay, 'cause uh, it said call and, uh, enroll. That's what it- Yeah. So do you want to go ahead and do that today, enroll in coverage? Yeah. That's what just popped up. That's why I was looking. I had just talked to them this morning. Yep. So you can enroll if you'd like. You don't have to. It's not something you're obligated to have, but it is something they offer. If you want to do that, we can do that today. Yes, I would. Okay. What are the last four digits of your Social? Last four digits, 6333. All righty. And your address and date of birth? My address is 2606 Bowman Highway Northwest- Okay. ... in the city of Dewey Rose, Georgia- Mm-hmm. ... and the zip code is 30634. All righty, and your date of birth? May 9th, 1970. All righty. And I have your phone number at 762-338-8175? Yes, it is, ma'am. And I have your email address as tbones7030@Yahoo.com? Yes. All lowercase letters. Okay. Did you know which you're wanting to enroll in today? Uh, I was trying to listen to see what you were saying. Okay. If you'd like, what I can do is I can send you a copy of the benefit guide. That way, you can take a look at the plans and what they cover and how much they're gonna cost you a week. Um, because before I can enroll you, because you have a couple different hierarchies on your account, I do have to perform what's called an eligibility review. And that's just our main office reaching out to your staffing agency and confirming that you are eligible to enroll. Okay. Once they let me know- What price range are those two benefits you have? Um- Well, they offer a bunch of different ones. It's not just two. Um, they offer... Give me one second. Uh, can I, can I simplify this, ma'am? Ask you, which, which one you got that, that, uh, is a plan that, that, well, it will work with, uh, you know, like, if I had to have back, back implant molders, have that for my teeth, the permanent kind. If I had to have that type of work done? The, for dental? So that's not covered through the dental plan. Oh, your- none of yours do, is covered through that? No, there's only one dental plan, and it doesn't cover that. Oh, it don't cover implants? No, sir. Oh. Okay. Uh, well, send me that about the health plans so I can look at it. All righty. I'll go ahead and get that sent to you. It's gonna come from

info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And then once they let me know if you're eligible to enroll or not, I'll go ahead and give you a call back and we can go from there. All right. Do you have any other questions? No. All right. Thank you so much for calling. You have a great day. All right.

## 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. Who can I have the pleasure of speaking with?

Speaker speaker\_2: Terry Jones.

Speaker speaker\_1: How can I assist you, Mr. Jones?

Speaker speaker\_2: Um, I got a message from, um, my employer where I, um, what I been working for just recently. They, and it had something about apply for benefits. It-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... came through on the-

Speaker speaker\_1: Okay. So you just started working for them? What's the name of that staffing agency?

Speaker speaker\_2: Uh, WorkSmart in Lavonia, Georgia.

Speaker speaker\_1: WorkSmart. Okay. So WorkSmart offers healthcare coverage to their employees. They give you 30 days from receiving your first paycheck to either decide on which plans you're wanting to enroll in or decline the coverage altogether. The price depends on which plans you choose and who you choose to cover, and it's something that's deducted from your checking every week. And if you don't decline or pick a pla- pick plans, then they automatically enroll you in a plan that's selected.

Speaker speaker\_2: Okay, 'cause uh, it said call and, uh, enroll. That's what it-

Speaker speaker\_1: Yeah. So do you want to go ahead and do that today, enroll in coverage?

Speaker speaker\_2: Yeah. That's what just popped up. That's why I was looking. I had just talked to them this morning.

Speaker speaker\_1: Yep. So you can enroll if you'd like. You don't have to. It's not something you're obligated to have, but it is something they offer. If you want to do that, we can do that today.

Speaker speaker\_2: Yes, I would.

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

Speaker speaker\_2: Last four digits, 6333.

Speaker speaker\_1: All righty. And your address and date of birth?

Speaker speaker\_2: My address is 2606 Bowman Highway Northwest-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... in the city of Dewey Rose, Georgia-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and the zip code is 30634.

Speaker speaker\_1: All righty, and your date of birth?

Speaker speaker\_2: May 9th, 1970.

Speaker speaker\_1: All righty. And I have your phone number at 762-338-8175?

Speaker speaker\_2: Yes, it is, ma'am.

Speaker speaker\_1: And I have your email address as tbones7030@Yahoo.com?

Speaker speaker\_2: Yes. All lowercase letters.

Speaker speaker\_1: Okay. Did you know which you're wanting to enroll in today?

Speaker speaker\_2: Uh, I was trying to listen to see what you were saying.

Speaker speaker\_1: Okay. If you'd like, what I can do is I can send you a copy of the benefit guide. That way, you can take a look at the plans and what they cover and how much they're gonna cost you a week. Um, because before I can enroll you, because you have a couple different hierarchies on your account, I do have to perform what's called an eligibility review. And that's just our main office reaching out to your staffing agency and confirming that you are eligible to enroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Once they let me know-

Speaker speaker\_2: What price range are those two benefits you have? Um-

Speaker speaker\_1: Well, they offer a bunch of different ones. It's not just two. Um, they offer... Give me one second.

Speaker speaker\_2: Uh, can I, can I simplify this, ma'am? Ask you, which, which one you got that, that, uh, is a plan that, that, well, it will work with, uh, you know, like, if I had to have back, back implant molders, have that for my teeth, the permanent kind. If I had to have that type of work done?

Speaker speaker\_1: The, for dental? So that's not covered through the dental plan.

Speaker speaker\_2: Oh, your- none of yours do, is covered through that?

Speaker speaker\_1: No, there's only one dental plan, and it doesn't cover that.

Speaker speaker\_2: Oh, it don't cover implants?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Oh. Okay. Uh, well, send me that about the health plans so I can look at it.

Speaker speaker\_1: All righty. I'll go ahead and get that sent to you. It's gonna come from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, check your spam or junk folder. And then once they let me know if you're eligible to enroll or not, I'll go ahead and give you a call back and we can go from there.

Speaker speaker\_2: All right.

Speaker speaker\_1: Do you have any other questions?

Speaker speaker\_2: No.

Speaker speaker\_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker\_2: All right.