

Transcript: Pearl

Rojas-4806514010177536-5873610171301888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling the Benefits Center ... calling my name is ...who are you with? This is ... Keelan Blanks. And how can I assist you? Uh, I'm calling about, um, uh, benefits. Okay. What's the name of the staffing agency you work for? I work for, um... I got employed by Surge Staffing and I work for Ryan. All righty. All righty, and the last four digits of your social? 506, uh, 33 5738. 5738. And what is your address and date of birth? 4006 ... Drive on February 12th, 1994. And what is the city and state? Springhill, Tennessee. All righty. And I have your phone number as 615- ... Say that one more time, I lost you. 615-692-9203? Yes. Can I have your email just as your first name_your last name@yahoo.com? Yep. And are you wanting to enroll in coverage today? Say that one more time, sorry, I can't hear you. Are you wanting to enroll in coverage today? Yes. Okay. Do you know what plans you're wanting to enroll in? Um, what other plans do you have? We have medical, free Rx, free Rx virtual primary care, dental... life, which is your life insurance- Uh, probably the, uh, whatever the regular p- plan is. The, uh, medical, dental and vision. Okay. And as far as medical, there's two medical plans offered, they're VIP plans. VIP Standard is 17.63 a week and the VIP Classic is 19.53 a week. There's no copays or deductibles and these plans pay each service up to a certain dollar amount. Okay. Is there any real difference in between the two, other than the \$2 difference? The dollar amount that they cover for each service. Yes. Okay. Um, I'll do that one. Which one? I'll do the, uh, the cheaper one. 17.63? Yes. All righty. So for those three plans you chose, the weekly deductions are 23.95. Okay. Right. It does take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your vision or dental card in the mail and your medical will go to your email. Um, the coverage is for just yourself, correct? Yes. All righty. Is there anything ... That'd be it. All righty. Thank you so much for calling. You have a great day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling the Benefits Center ... calling my name is ...who are you with?

Speaker speaker_2: This is ... Keelan Blanks.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I'm calling about, um, uh, benefits.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: I work for, um... I got employed by Surge Staffing and I work for Ryan.

Speaker speaker_1: All righty. All righty, and the last four digits of your social?

Speaker speaker_2: 506, uh, 33 5738.

Speaker speaker_1: 5738. And what is your address and date of birth?

Speaker speaker_2: 4006 ... Drive on February 12th, 1994.

Speaker speaker_1: And what is the city and state?

Speaker speaker_2: Springhill, Tennessee.

Speaker speaker_1: All righty. And I have your phone number as 615-

Speaker speaker_0: ...

Speaker speaker_1: Say that one more time, I lost you. 615-692-9203?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email just as your first name_your last name@yahoo.com?

Speaker speaker_2: Yep.

Speaker speaker_1: And are you wanting to enroll in coverage today?

Speaker speaker_2: Say that one more time, sorry, I can't hear you.

Speaker speaker_1: Are you wanting to enroll in coverage today?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you know what plans you're wanting to enroll in?

Speaker speaker_2: Um, what other plans do you have?

Speaker speaker_1: We have medical, free Rx, free Rx virtual primary care, dental... life, which is your life insurance-

Speaker speaker_2: Uh, probably the, uh, whatever the regular p- plan is. The, uh, medical, dental and vision.

Speaker speaker_1: Okay. And as far as medical, there's two medical plans offered, they're VIP plans. VIP Standard is 17.63 a week and the VIP Classic is 19.53 a week. There's no copays or deductibles and these plans pay each service up to a certain dollar amount.

Speaker speaker_2: Okay. Is there any real difference in between the two, other than the \$2 difference?

Speaker speaker_1: The dollar amount that they cover for each service. Yes.

Speaker speaker_2: Okay. Um, I'll do that one.

Speaker speaker_1: Which one?

Speaker speaker_2: I'll do the, uh, the cheaper one.

Speaker speaker_1: 17.63?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. So for those three plans you chose, the weekly deductions are 23.95.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. It does take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become active and then later that week you receive your vision or dental card in the mail and your medical will go to your email. Um, the coverage is for just yourself, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Is there anything ...

Speaker speaker_2: That'd be it.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You as well.