

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with- Hey, uh, hey, good morning, uh, well, good afternoon. How are you doing? Uh, my name is Jeremy Smith. And how can I assist you, Mr. Smith? Yes, uh, I received a text from y'all and, uh, it said the benefits have been transitioned to Benefits in a Card effective... That would have been... The fifth would have been Monday. Mm-hmm. Yep, do you work for a staffing agency? So... Yes. For which one? SSC. So, SSC did have a different- Superior Skilled... Superior Skilled Trades. Sorry. Yep. Oh. No, you're fine. So, that staffing agency did have a different administrator and insurance carriers, um, and they are transitioning over to us and to new, uh, insurance carriers. Right now you guys are in open enrollment, which means you guys can make changes to your plan, add dependents, um, add plans, do all that good stuff until the 30th of this month. Okay. And, uh, as far as the changes, like... Like, what would be the benefit of changing, like... So, my account... Uh, like, my account, I just have health insurance, dental and vision, correct? Um, I can take a look for you. Uh, the, the... I'm not sure why they're changing the insurers or insurance carriers, um, but they did enroll you... They did enroll the employees into the closest thing that they had previously, so I can take a look to check which in- which coverage you are enrolled into. What are the last four digits of your Social? 2051. All righty, and if you can confirm your address and date of birth. Address is, um... Just, uh, one quick question. Is that, is that, is that the address in Texas, or is it the one in Nevada? Nevada. Nevada, okay. So, uh, 1116 Demese Ranch Parkway, Reno, Nevada 89521. Okay, and is there an apartment number to that? Uh, one second. Apartment number is... It might be 26. 3026. All righty, and what is your date of birth? 3-1-'87. Okay, and I have your phone number as 281-818-0554. 0554, yes. Okay, and I have your email address as, uh, J-M-A-L... Um, I-L Smith 1987@gmail.com. Jamil Smith. 19... 19... JamilSmith1987@gmail.com, yes. Okay. And so right now I have you enrolled in vision, dental, VIP Classic, which is your medical, and then MAC stand-alone, which is your preventative health. I- Is there any way I can upgrade that, that medical insurance, or no? So, there is one plan that is higher than that. Um, well, it's... It covers at a, uh, a, um... I'm sorry. It covers at a slightly higher dollar amount, um, as far as certain services. That plan... So, the plan you're in now is \$22.76 a week, and the other plan, which is the VIP... Um, the... Bear with me one moment. Give me one moment to see here. So, the VIP Pro, and that one is 22... Um, I'm sorry, 39.18 a week. Per week, 39? Yes. I, I, I want to keep the medical insurance the same. Uh, can I upgrade the vision or dental? Both? Um, so with the vision and dental, there's only one plan offered. Okay. And, and I already got that. Never mind. All right. All right. That'll be all, ma'am. Thank you. Um, bear with me one moment. I do see a note on your account. Let me just confirm that everything is taken care of. So, ha- ha- So, have they started the process of delivering out the, uh, cards, or? Yes. So, your coverage did become active this

Monday passing, so you should receive your cards within the next couple days, if not mid next week. Okay. Probably say within 10 days, ma'am. Mm-hmm. Do you have any other questions? No, ma'am. All right. No. Thank you so much for calling. We hope everything- Oh, yeah. We will.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. I have the pleasure of speaking with-

Speaker speaker_1: Hey, uh, hey, good morning, uh, well, good afternoon. How are you doing? Uh, my name is Jeremy Smith.

Speaker speaker_0: And how can I assist you, Mr. Smith?

Speaker speaker_1: Yes, uh, I received a text from y'all and, uh, it said the benefits have been transitioned to Benefits in a Card effective... That would have been... The fifth would have been Monday.

Speaker speaker_0: Mm-hmm. Yep, do you work for a staffing agency?

Speaker speaker_1: So... Yes.

Speaker speaker_0: For which one?

Speaker speaker_1: SSC.

Speaker speaker_0: So, SSC did have a different-

Speaker speaker_1: Superior Skilled... Superior Skilled Trades. Sorry.

Speaker speaker_0: Yep.

Speaker speaker_1: Oh.

Speaker speaker_0: No, you're fine. So, that staffing agency did have a different administrator and insurance carriers, um, and they are transitioning over to us and to new, uh, insurance carriers. Right now you guys are in open enrollment, which means you guys can make changes to your plan, add dependents, um, add plans, do all that good stuff until the 30th of this month.

Speaker speaker_1: Okay. And, uh, as far as the changes, like... Like, what would be the benefit of changing, like... So, my account... Uh, like, my account, I just have health insurance, dental and vision, correct?

Speaker speaker_0: Um, I can take a look for you. Uh, the, the... I'm not sure why they're changing the insurers or insurance carriers, um, but they did enroll you... They did enroll the employees into the closest thing that they had previously, so I can take a look to check which in- which coverage you are enrolled into. What are the last four digits of your Social?

Speaker speaker_1: 2051.

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

Speaker speaker_1: Address is, um... Just, uh, one quick question. Is that, is that, is that the address in Texas, or is it the one in Nevada?

Speaker speaker_0: Nevada.

Speaker speaker_1: Nevada, okay. So, uh, 1116 Demese Ranch Parkway, Reno, Nevada 89521.

Speaker speaker_0: Okay, and is there an apartment number to that?

Speaker speaker_1: Uh, one second. Apartment number is... It might be 26. 3026.

Speaker speaker_0: All righty, and what is your date of birth?

Speaker speaker_1: 3-1-'87.

Speaker speaker_0: Okay, and I have your phone number as 281-818-0554.

Speaker speaker_1: 0554, yes.

Speaker speaker_0: Okay, and I have your email address as, uh, J-M-A-L... Um, I-L Smith 1987@gmail.com.

Speaker speaker_1: Jamil Smith. 19... 19... JamilSmith1987@gmail.com, yes.

Speaker speaker_0: Okay. And so right now I have you enrolled in vision, dental, VIP Classic, which is your medical, and then MAC stand-alone, which is your preventative health.

Speaker speaker_1: I- Is there any way I can upgrade that, that medical insurance, or no?

Speaker speaker_0: So, there is one plan that is higher than that. Um, well, it's... It covers at a, uh, a, um... I'm sorry. It covers at a slightly higher dollar amount, um, as far as certain services. That plan... So, the plan you're in now is \$22.76 a week, and the other plan, which is the VIP... Um, the... Bear with me one moment. Give me one moment to see here. So, the VIP Pro, and that one is 22... Um, I'm sorry, 39.18 a week.

Speaker speaker_1: Per week, 39?

Speaker speaker_0: Yes.

Speaker speaker_1: I, I, I want to keep the medical insurance the same. Uh, can I upgrade the vision or dental? Both?

Speaker speaker_0: Um, so with the vision and dental, there's only one plan offered.

Speaker speaker_1: Okay. And, and I already got that. Never mind. All right. All right. That'll be all, ma'am. Thank you.

Speaker speaker_0: Um, bear with me one moment. I do see a note on your account. Let me just confirm that everything is taken care of.

Speaker speaker_1: So, ha- ha- So, have they started the process of delivering out the, uh, cards, or?

Speaker speaker_0: Yes. So, your coverage did become active this Monday passing, so you should receive your cards within the next couple days, if not mid next week.

Speaker speaker_1: Okay. Probably say within 10 days, ma'am.

Speaker speaker_0: Mm-hmm. Do you have any other questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: No.

Speaker speaker_0: Thank you so much for calling. We hope everything-

Speaker speaker_1: Oh, yeah. We will.