

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in the ... Card. My name is Pearl. Who can I help you speaking with? My name is Sandra Walls, W-H-A-L-E-S. And how can I assist you? Yes. Okay. Yes, ma'am, I'm sorry. Hello? And how can I assist you? Yes, I was trying to see about, um, some of your benefits. I'm a ATC employee. Okay. And what are the last four digits of your social? 6254. You All righty. And can you confirm your address and date of birth? 113 Crestwood Street, Southwest Military Georgia 31061. My date of birth is 01... 01/18/1966. All righty. Now I have your phone number as 478-251-4399? That is correct. And I have your email address as missjames1966@gmail.com? That is correct. All righty. So, I actually have you right now enrolled in short-term disability and life insurance. Um- Mm-hmm. ... did you want to add anything onto your coverage? I do. I want to add vision. Okay. So, and you want to keep your life insurance and your... uh, and your, um- Uh-huh. Yes. ... short-term disability? Okay. And you want to add on vision. Did you want to add on anything else today? I don't know of anything else to add. I haven't looked at the, um, the flyer or anyth- uh, anything on the line... on, on the website. But I know I had vision once before and, um, it worked fine for me. Um, but I had dropped it. Okay. No worries. So, I have... we have, um... ATC offers medical, they offer FreeRx, which is prescription coverage. They offer virtual primary care with, um, FreeRx. They offer dental, critical illness, group accident, which is additional coverage to your medical. They offer preventative health. They offer a plan that has preventative health and medical in one. And then they offer behavioral and mental health and, um, identity theft protection. What protection? Identity theft protection. Okay, gotcha. Uh-huh. Okay. Yes, how much is that vision though? The vision is \$2.15 a week. Okay, yes, I want to add that. Okay. So, your weekly deductions are going to go up to \$9.44. Okay, that's fine. Okay, and then coverage- Okay. ... will become active on the 6th of January. Let me ask you this. How much life do I have? How much is the life insurance? Yes. Okay. So, up to the age of 64 they pay 20,000. From 65 to 70 they pay 15, and then 70 and over they pay 10... up to 10. Okay. What's the premium on that life? It is \$2.11 a week. Okay, yeah. Okay. And this is regular life, that's not accidental, correct? Correct. Okay. So, you can only get accidental if you have health with you all? Um, I believe so. Bear with me one moment. Let me just confirm that. Stand-up comedy, he's brilliant. So, stand-up comics are... We claim that if you do buy it, they can then make fun of... You know... AD&D.; Um... Yes. So, the only time AD&D; is offered is through the MEC. Oh, well, the, um, AD&D; is also offered through group accident, which is \$2.01 a week. Um, okay, so it... actually, your term life is term life at AD&D.; So, both... it's both of them, one half? Mm-hmm. Okay, so AD&D; the same, the same amount of coverage as the regular term life? Let me see if that gives me the... if I can get that information. Bear with me one moment just to confirm. And if this don't happen to Jamie, it'll be bad at the club. And she said that she's

going to stay at the party. They put stuff out there. That's what I'm saying. She said she's at... I'm not seeing if they pay the same but I can... oh, give me one second. This isn't right. Um, okay. Hm, it doesn't give me a amount, but I can get you over to the insurance carrier and they'll be able to confirm that for you. Don't worry about it 'cause I got it completely taken care of or whatever. Oh, okay. Didn't he say something about prescriptions? Um, they offer FreeRx, which is prescription coverage. If your medication is on their list of covered medications, it's covered at 100%. And if not, they ask the doctor for a discount. So, uh, and what's that premium amount for that? 5.99 a week. Hmm. No, thank you. Okay. Is there anything else I can assist you with? No, ma'am. So, it's... it'll be effective January the 6th? Yes. Is there a wait? And then you'll- Oh. You'll receive the cards, um, at the end of that week. Is there a wait time before you can use it? Nope. As soon as you see that deduction go up to the \$9, um, the \$9.44, the following Monday you're active. You won't receive your cards until the end of that week, but you could always give the, um, vision office our phone number and we can verify coverage for you, or you can wait for your cards. Or you can even call and we can send you a virtual copy about Wednesday after the first deduction. Mm-hmm. Um, just however you prefer. Okay. All right. Well, thank you so much. No problem. Thank you so much for calling. You have a great day. So, my first... my first payment will come out in, in January or you're saying? It'll come out the end- At the end of this month. Okay, gotcha. All right, thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in the ... Card. My name is Pearl. Who can I help you speaking with?

Speaker speaker_2: My name is Sandra Walls, W-H-A-L-E-S. And how can I assist you? Yes. Okay. Yes, ma'am, I'm sorry. Hello?

Speaker speaker_0: And how can I assist you?

Speaker speaker_2: Yes, I was trying to see about, um, some of your benefits. I'm a ATC employee.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_2: 6254.

Speaker speaker_1: You

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

Speaker speaker_2: 113 Crestwood Street, Southwest Military Georgia 31061. My date of birth is 01... 01/18/1966.

Speaker speaker_0: All righty. Now I have your phone number as 478-251-4399?

Speaker speaker_2: That is correct.

Speaker speaker_0: And I have your email address as missjames1966@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_0: All righty. So, I actually have you right now enrolled in short-term disability and life insurance. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... did you want to add anything onto your coverage?

Speaker speaker_2: I do. I want to add vision.

Speaker speaker_0: Okay. So, and you want to keep your life insurance and your... uh, and your, um-

Speaker speaker_2: Uh-huh. Yes.

Speaker speaker_0: ... short-term disability? Okay. And you want to add on vision. Did you want to add on anything else today?

Speaker speaker_2: I don't know of anything else to add. I haven't looked at the, um, the flyer or anyth- uh, anything on the line... on, on the website. But I know I had vision once before and, um, it worked fine for me. Um, but I had dropped it.

Speaker speaker_0: Okay. No worries. So, I have... we have, um... ATC offers medical, they offer FreeRx, which is prescription coverage. They offer virtual primary care with, um, FreeRx. They offer dental, critical illness, group accident, which is additional coverage to your medical. They offer preventative health. They offer a plan that has preventative health and medical in one. And then they offer behavioral and mental health and, um, identity theft protection.

Speaker speaker_2: What protection?

Speaker speaker_0: Identity theft protection.

Speaker speaker_2: Okay, gotcha. Uh-huh. Okay. Yes, how much is that vision though?

Speaker speaker_0: The vision is \$2.15 a week.

Speaker speaker_2: Okay, yes, I want to add that.

Speaker speaker_0: Okay. So, your weekly deductions are going to go up to \$9.44.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_0: Okay, and then coverage-

Speaker speaker_2: Okay.

Speaker speaker_0: ... will become active on the 6th of January.

Speaker speaker_2: Let me ask you this. How much life do I have?

Speaker speaker_0: How much is the life insurance?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So, up to the age of 64 they pay 20,000. From 65 to 70 they pay 15, and then 70 and over they pay 10... up to 10.

Speaker speaker_2: Okay. What's the premium on that life?

Speaker speaker_0: It is \$2.11 a week.

Speaker speaker_2: Okay, yeah. Okay. And this is regular life, that's not accidental, correct?

Speaker speaker_0: Correct.

Speaker speaker_2: Okay. So, you can only get accidental if you have health with you all?

Speaker speaker_0: Um, I believe so. Bear with me one moment. Let me just confirm that.

Speaker speaker_1: Stand-up comedy, he's brilliant. So, stand-up comics are... We claim that if you do buy it, they can then make fun of... You know... AD&D.; Um... Yes. So, the only time AD&D; is offered is through the MEC. Oh, well, the, um, AD&D; is also offered through group accident, which is \$2.01 a week. Um, okay, so it... actually, your term life is term life at AD&D.;

Speaker speaker_2: So, both... it's both of them, one half?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay, so AD&D; the same, the same amount of coverage as the regular term life?

Speaker speaker_0: Let me see if that gives me the... if I can get that information. Bear with me one moment just to confirm.

Speaker speaker_1: And if this don't happen to Jamie, it'll be bad at the club. And she said that she's going to stay at the party. They put stuff out there. That's what I'm saying. She said she's at...

Speaker speaker_0: I'm not seeing if they pay the same but I can... oh, give me one second. This isn't right. Um, okay. Hm, it doesn't give me a amount, but I can get you over to the insurance carrier and they'll be able to confirm that for you.

Speaker speaker_2: Don't worry about it 'cause I got it completely taken care of or whatever. Oh, okay. Didn't he say something about prescriptions?

Speaker speaker_0: Um, they offer FreeRx, which is prescription coverage. If your medication is on their list of covered medications, it's covered at 100%. And if not, they ask the doctor for a discount.

Speaker speaker_2: So, uh, and what's that premium amount for that?

Speaker speaker_0: 5.99 a week.

Speaker speaker_2: Hmm. No, thank you.

Speaker speaker_0: Okay. Is there anything else I can assist you with?

Speaker speaker_2: No, ma'am. So, it's... it'll be effective January the 6th?

Speaker speaker_0: Yes.

Speaker speaker_2: Is there a wait?

Speaker speaker_0: And then you'll-

Speaker speaker_2: Oh.

Speaker speaker_0: You'll receive the cards, um, at the end of that week.

Speaker speaker_2: Is there a wait time before you can use it?

Speaker speaker_0: Nope. As soon as you see that deduction go up to the \$9, um, the \$9.44, the following Monday you're active. You won't receive your cards until the end of that week, but you could always give the, um, vision office our phone number and we can verify coverage for you, or you can wait for your cards. Or you can even call and we can send you a virtual copy about Wednesday after the first deduction.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, just however you prefer.

Speaker speaker_2: Okay. All right. Well, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: So, my first... my first payment will come out in, in January or you're saying?

Speaker speaker_0: It'll come out the end-

Speaker speaker_2: At the end of this month. Okay, gotcha. All right, thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.