

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who am I speaking with? This is Robin Robinson. How are you today? I'm great, and yourself? I'm wonderful, thank you. How can I assist you? Um, I was... I am a new employee of MAU and I... when I did my onboarding, I didn't... um, I, I decided later that I wanted to get, um... I think they say I had 30 days and I wanted to try to get, um, dental and vision. Okay. And you said you're with MAU? Mm-hmm. And what are the last four digits of your Social? 1730. Okay. So, I don't have an account. I don't have an account with your name yet. It could be that they haven't sent us over your information. Um, I can create your account and enroll you today, or we can wait for you to... for your information to be sent over to us. If we make an account I will- Oh, you can go ahead and... You can go ahead and do it now. Okay. And what is your full Social? 248-41-1730. And you said your name is Robin Robinson? Yes, ma'am. R-O-B-I-N, R-O-B-I-N. That's how it is. Okay. Well, what is your address? 154 Alva Lane, and I'll spell that for you. It's E, Victor, Victor, A, L-A-N-E Drive. Okay. And the city and state? Sparksburg, South Carolina 29302. Okay. Your date of birth? 10/1/65. Okay. And your phone number? 864-978-5937. Okay. And your email address? robinsonrobin555@gmail.com. Okay. And you said you were looking into the dental coverage? Yes, ma'am. The vision and the dental. Okay. So, dental is \$3.51 a week. With the dental your preventative, um, visits are covered at 100%, which is your checkup and basic cleaning once per six months. Things like x-rays, fillings, and non-surgical extractions are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered. Okay. Yeah. And with your vision, that plan is \$2.15 a week. There's a \$10 copay for your annual eye exam. There's a \$25 copay for your frames and lenses, and then you have an annual allowance of \$130. Okay. If... Both plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Okay. Now, will we get a card in the mail, or? Yes, ma'am. It will take one to two weeks for the staffing agency to start making deductions. Once they do- Okay. ... the following Monday you become active, and then later that week you'll receive your cards in the mail. Okay, that sounds great. Do you have any questions? And that's going to be all. All right. Thank you so much for calling and you have a great day. And you as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who am I speaking with?

Speaker speaker_1: This is Robin Robinson. How are you today?

Speaker speaker_0: I'm great, and yourself?

Speaker speaker_1: I'm wonderful, thank you.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I was... I am a new employee of MAU and I... when I did my onboarding, I didn't... um, I, I decided later that I wanted to get, um... I think they say I had 30 days and I wanted to try to get, um, dental and vision.

Speaker speaker_0: Okay. And you said you're with MAU?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what are the last four digits of your Social?

Speaker speaker_1: 1730.

Speaker speaker_0: Okay. So, I don't have an account. I don't have an account with your name yet. It could be that they haven't sent us over your information. Um, I can create your account and enroll you today, or we can wait for you to... for your information to be sent over to us. If we make an account I will-

Speaker speaker_1: Oh, you can go ahead and... You can go ahead and do it now.

Speaker speaker_0: Okay. And what is your full Social?

Speaker speaker_1: 248-41-1730.

Speaker speaker_0: And you said your name is Robin Robinson?

Speaker speaker_1: Yes, ma'am. R-O-B-I-N, R-O-B-I-N. That's how it is.

Speaker speaker_0: Okay. Well, what is your address?

Speaker speaker_1: 154 Alva Lane, and I'll spell that for you. It's E, Victor, Victor, A, L-A-N-E Drive.

Speaker speaker_0: Okay. And the city and state?

Speaker speaker_1: Sparksburg, South Carolina 29302.

Speaker speaker_0: Okay. Your date of birth?

Speaker speaker_1: 10/1/65.

Speaker speaker_0: Okay. And your phone number?

Speaker speaker_1: 864-978-5937.

Speaker speaker_0: Okay. And your email address?

Speaker speaker_1: robinsonrobin555@gmail.com.

Speaker speaker_0: Okay. And you said you were looking into the dental coverage?

Speaker speaker_1: Yes, ma'am. The vision and the dental.

Speaker speaker_0: Okay. So, dental is \$3.51 a week. With the dental your preventative, um, visits are covered at 100%, which is your checkup and basic cleaning once per six months. Things like x-rays, fillings, and non-surgical extractions are covered at 80% once you pay the \$50 deductible. And things like crowns and braces are not covered.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. And with your vision, that plan is \$2.15 a week. There's a \$10 copay for your annual eye exam. There's a \$25 copay for your frames and lenses, and then you have an annual allowance of \$130.

Speaker speaker_1: Okay.

Speaker speaker_0: If... Both plans are under an IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_1: Okay. Now, will we get a card in the mail, or?

Speaker speaker_0: Yes, ma'am. It will take one to two weeks for the staffing agency to start making deductions. Once they do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the following Monday you become active, and then later that week you'll receive your cards in the mail.

Speaker speaker_1: Okay, that sounds great.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: And that's going to be all.

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

Speaker speaker_1: And you as well. Thank you. Bye-bye.