

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits... My name is Pearl. Who may I place your speaking with? Hi, Pearl. I am Bridget Bryant. How can I assist you? I'm calling to enroll in benefits. All righty. And what's the name of the staffing agency you work for? Creative Circle. And the last four digits of your social? 6853. All righty. And if you can verify your address and date of birth for me? Yes. 330 13th Street, uh, unit, uh, 2206 San Diego, California 92101. Phone number 818-860-1932. And what is your date of birth? 12-19-79. All righty. And I have your phone number as the bridgetbryant@gmail.com? As my email, yes. All righty. And do you know what you're wanting to enroll in today? Yes. Go ahead. Okay. I wanted to do employee and child for the dental vision bundle and the Stay Healthy MEC tele-prescription preventative medical plan. And I wanted to ask if tele-behavioral health is what I think it is. Is it? The behavioral... The, the behavioral health is for behavioral and mental health via Webchat. Pardon? The behavioral health plan is behavioral and mental health via Webchat. Webchat? Okay. Does that mean, like, email or video? Video. Okay. Okay, yeah. So I'd like to sign up for that as well. Okay. Um, and then just so you know, the ter- the vision and dental comes bundled with Term Life, which is life insurance. Um, and then that MEC Telrx plan, that's not a, a medical plan. It's a preventative health plan. It only covers your annual physicals, your immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. It doesn't cover going to the doctor or ER. Um, what was the last part, about blood pressure and what? Uh, blood pressure and diabetes screenings. Okay, so those are all for just screenings? Mm-hmm. Oh, okay. So that's not actual coverage. What, do y'all still do doctor appointment visit coverage? Yes. That would be the Ensure Plus plans. Am I eligible for that? Yeah. So the Ensure Plus Basics for you and your child are 20- is \$25.82 a week. The Plus Enhanced is \$36 even, and the Plus Premiere is \$51.95. Um, these plans don't have copays or deductibles. They cover up to a certain dollar amount for each service, and the difference between the three is that dollar amount that they cover. Um, okay. That's not in the thing that they sent me. Um, is it possible to get that for the child only? No. That ha- um, your staffing agency has re- has restrictions that you guys have to have the same coverage. Okay. Um, I'd like to see what you just said. Is there a place for me to pull this one up? Can you add today? I can send it to you. Okay. Yeah, I can send it to you via email. Okay. And then you don't have till tomorrow by 8:00 PM to enroll. Well, I'd like to go ahead and send... Um, what's the... So will you first, will you go ahead and send that to me real quick? And then tell me what's the next step for the dental and tele-behavioral health? The next step as? How do I, how do I get it started? Okay, so the behavioral health will get... You'll get a email with steps on how to use that once you become active. Um, and then the dental, the dent preventative visits, which is your basic cleaning and checkups, are covered once per six months at 100%. The fillings, non-surgical extractions, and x-rays are covered at 80% after

you cover the deductible of \$50, or \$150 for family. And things like crowns and braces are not covered. Okay. Um, but I mean, like, as far... This is my first time enrolling on the phone with you. So what do I need to do next to make it just go? Just, just wait for the deductions to begin. Just wait for the what to begin? The deductions. When, when would that be? It takes one to two weeks after the enrollment and to, for them to start the deductions, and then following Monday you become active, and then later that week your dental and vision cards come in the mail, and then if you choose a medical plan, that goes to your email. Okay. Can you go ahead and enroll me in dental, vision, and tele-behavioral health, and then send me that link? And I can call back if I want to add that before tomorrow? Is that possible? Yes. Of course. Okay. So your weekly deductions- Okay. ... without that medical, um, still is \$18.61. For those two? For those three. Four, I'm sorry. So t- oh, okay. I'm sorry. Dental, vision, Term Life, and tele-behavioral health? Yes. And 18... What was that? Uh, it, it kind of blurred out. \$18.60 what? One. \$18.61. And that'll start when? Within two weeks. Two, um- The Monday after the first deduction. Mm-hmm. Oh, okay. And then that first deduction will be when? Takes one to two weeks. Okay. What is your daughter's name? Um, son, and it's Jacob. Jacob I-R-O-H. Okay. And his full social? Uh, let me find that for you. One moment please. Um, 640048107. And his date of birth? Um, 08/06... I'm sorry, 08/15/06. August 15th, 2006. Okay. And who would you like to put as a beneficiary on the Term Life? Him. All righty. And do you have any other questions? Let's see. Um, do I get cards or anything for this? By the end of the week after the first deduction, you'll receive your dental and medical card, your dental and vision card in the mail, and if you do choose a medical plan, that will go to your email. Okay. And then for tele-health? That you will receive an email. Um, I will send that email today shortly, and then you won't be able to use it, though, until you become active. Okay. Thank you for your help. I appreciate it. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits... My name is Pearl. Who may I place your speaking with?

Speaker speaker_1: Hi, Pearl. I am Bridget Bryant.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: I'm calling to enroll in benefits.

Speaker speaker_0: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_1: Creative Circle.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 6853.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me?

Speaker speaker_1: Yes. 330 13th Street, uh, unit, uh, 2206 San Diego, California 92101. Phone number 818-860-1932.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 12-19-79.

Speaker speaker_0: All righty. And I have your phone number as the bridgetbryant@gmail.com?

Speaker speaker_1: As my email, yes.

Speaker speaker_0: All righty. And do you know what you're wanting to enroll in today?

Speaker speaker_1: Yes.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Okay. I wanted to do employee and child for the dental vision bundle and the Stay Healthy MEC tele-prescription preventative medical plan. And I wanted to ask if tele-behavioral health is what I think it is. Is it?

Speaker speaker_0: The behavioral... The, the behavioral health is for behavioral and mental health via Webchat.

Speaker speaker_1: Pardon?

Speaker speaker_0: The behavioral health plan is behavioral and mental health via Webchat.

Speaker speaker_1: Webchat? Okay. Does that mean, like, email or video?

Speaker speaker_0: Video.

Speaker speaker_1: Okay. Okay, yeah. So I'd like to sign up for that as well.

Speaker speaker_0: Okay. Um, and then just so you know, the ter- the vision and dental comes bundled with Term Life, which is life insurance. Um, and then that MEC Telrx plan, that's not a, a medical plan. It's a preventative health plan. It only covers your annual physicals, your immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. It doesn't cover going to the doctor or ER.

Speaker speaker_1: Um, what was the last part, about blood pressure and what?

Speaker speaker_0: Uh, blood pressure and diabetes screenings.

Speaker speaker_1: Okay, so those are all for just screenings?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. So that's not actual coverage. What, do y'all still do doctor appointment visit coverage?

Speaker speaker_0: Yes. That would be the Ensure Plus plans.

Speaker speaker_1: Am I eligible for that?

Speaker speaker_0: Yeah. So the Ensure Plus Basics for you and your child are 20- is \$25.82 a week. The Plus Enhanced is \$36 even, and the Plus Premiere is \$51.95. Um, these plans don't have copays or deductibles. They cover up to a certain dollar amount for each service, and the difference between the three is that dollar amount that they cover.

Speaker speaker_1: Um, okay. That's not in the thing that they sent me. Um, is it possible to get that for the child only?

Speaker speaker_0: No. That ha- um, your staffing agency has re- has restrictions that you guys have to have the same coverage.

Speaker speaker_1: Okay. Um, I'd like to see what you just said. Is there a place for me to pull this one up? Can you add today?

Speaker speaker_0: I can send it to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I can send it to you via email.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you don't have till tomorrow by 8:00 PM to enroll.

Speaker speaker_1: Well, I'd like to go ahead and send... Um, what's the... So will you first, will you go ahead and send that to me real quick? And then tell me what's the next step for the dental and tele-behavioral health?

Speaker speaker_0: The next step as?

Speaker speaker_1: How do I, how do I get it started?

Speaker speaker_0: Okay, so the behavioral health will get... You'll get a email with steps on how to use that once you become active. Um, and then the dental, the dent preventative visits, which is your basic cleaning and checkups, are covered once per six months at 100%. The fillings, non-surgical extractions, and x-rays are covered at 80% after you cover the deductible of \$50, or \$150 for family. And things like crowns and braces are not covered.

Speaker speaker_1: Okay. Um, but I mean, like, as far... This is my first time enrolling on the phone with you. So what do I need to do next to make it just go?

Speaker speaker_0: Just, just wait for the deductions to begin.

Speaker speaker_1: Just wait for the what to begin?

Speaker speaker_0: The deductions.

Speaker speaker_1: When, when would that be?

Speaker speaker_0: It takes one to two weeks after the enrollment and to, for them to start the deductions, and then following Monday you become active, and then later that week your

dental and vision cards come in the mail, and then if you choose a medical plan, that goes to your email.

Speaker speaker_1: Okay. Can you go ahead and enroll me in dental, vision, and tele-behavioral health, and then send me that link? And I can call back if I want to add that before tomorrow? Is that possible?

Speaker speaker_0: Yes. Of course.

Speaker speaker_1: Okay.

Speaker speaker_0: So your weekly deductions-

Speaker speaker_1: Okay.

Speaker speaker_0: ... without that medical, um, still is \$18.61.

Speaker speaker_1: For those two?

Speaker speaker_0: For those three. Four, I'm sorry.

Speaker speaker_1: So t- oh, okay. I'm sorry. Dental, vision, Term Life, and tele-behavioral health?

Speaker speaker_0: Yes.

Speaker speaker_1: And 18... What was that? Uh, it, it kind of blurred out. \$18.60 what?

Speaker speaker_0: One.

Speaker speaker_1: \$18.61. And that'll start when?

Speaker speaker_0: Within two weeks.

Speaker speaker_1: Two, um-

Speaker speaker_0: The Monday after the first deduction. Mm-hmm.

Speaker speaker_1: Oh, okay. And then that first deduction will be when?

Speaker speaker_0: Takes one to two weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: What is your daughter's name?

Speaker speaker_1: Um, son, and it's Jacob. Jacob I-R-O-H.

Speaker speaker_0: Okay. And his full social?

Speaker speaker_1: Uh, let me find that for you. One moment please. Um, 640048107.

Speaker speaker_0: And his date of birth?

Speaker speaker_1: Um, 08/06... I'm sorry, 08/15/06. August 15th, 2006.

Speaker speaker_0: Okay. And who would you like to put as a beneficiary on the Term Life?

Speaker speaker_1: Him.

Speaker speaker_0: All righty. And do you have any other questions?

Speaker speaker_1: Let's see. Um, do I get cards or anything for this?

Speaker speaker_0: By the end of the week after the first deduction, you'll receive your dental and medical card, your dental and vision card in the mail, and if you do choose a medical plan, that will go to your email.

Speaker speaker_1: Okay. And then for tele-health?

Speaker speaker_0: That you will receive an email. Um, I will send that email today shortly, and then you won't be able to use it, though, until you become active.

Speaker speaker_1: Okay. Thank you for your help. I appreciate it.

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

Speaker speaker_1: You too. Bye-bye.