

Transcript: Pearl

Rojas-5327827848183808-5173891858219008

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Pearl. Who do I have the pleasure of speaking with? Uh, Angela Wilson. And how can I assist you, Ms. Wilson? Um, I need to get my husband added on to my vision insurance and to add dental. All righty. And what's the name of the staffing agency you work for? Uh, Hamilton Riker. And the last four digits of your social? 8676. All right. And if you can confirm your address and date of birth. 411 Powell Street, Paris, Tennessee 38242. Date of birth, 12/11/76. Okay. And I have your phone number as 270-226-4613. No, ma'am. I have a different one now. What is your phone number? 731-333-2972. All righty. And I have your email address as angie.thorne73@gmail.com. Um, yeah, but I don't use that one anymore. We can update that one as well. Okay. What's that email? Uh, angewilson2022@gmail.com. All righty. And you said you wanted to add dental and you wanted your husband to be on both plans? Yes, ma'am. Okay. So for dental and vision for you and your spouse, your weekly deductions are gonna be at \$10.52. Yeah. What all does the dental cover? Does that cover like the cleanings and all that? It covers your, um, checkup and basic cleaning once per six months. Fillings and non-surgical extractions and X-rays are covered at 80% once you pay the \$50 deductible. Um, things like crowns and braces are not covered. What is and what's not covered? Crowns and braces. Oh, okay. Okay. Yeah. Go ahead and do that. And then I want to add him. Do both dental and then, um, add him to my vision. Okay. You want him just for the vision? Or to both? No, on both, on both of them. Okay. And what is his name? Darrel, D-A-R-R-E-L Wilson. Okay. And his full social? Uh, 415-23-6890. Okay. And his date of birth? Uh, January 12, '72. All righty. We'll have to enter that information in the system. It will take one to two weeks for the staff at the agency to start making, start to change the deductions. Once you see the first change in deduction, the next Monday he's active and he should receive new cards in the mail by the end of that week. Okay. Okay? So will both get- Is this- ... get new ones, including myself with on the vision? There's only one card for both of you, the same employee plus spouse only. Oh, okay. Okay. I gotcha. All righty. Is there anything else I can assist you with? What's that? I'm sorry? Is there anything else I can assist you with? Uh, no. And when did you s- when, when will this start? Um, will it be this following week that this will be coming out? It takes one to two weeks to process. Okay. And the vision and stuff, when, when will it pick up on him in order for him to be able to use it? The Monday after the deductions start. The Mon- Okay. So after, the week after. Okay. I gotcha. All right. Is there anything else I can assist you with? Nope. That'll be it. ... called in. Have a great day. You too. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name's Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Angela Wilson.

Speaker speaker_1: And how can I assist you, Ms. Wilson?

Speaker speaker_2: Um, I need to get my husband added on to my vision insurance and to add dental.

Speaker speaker_1: All righty. And what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Hamilton Riker.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 8676.

Speaker speaker_1: All right. And if you can confirm your address and date of birth.

Speaker speaker_2: 411 Powell Street, Paris, Tennessee 38242. Date of birth, 12/11/76.

Speaker speaker_1: Okay. And I have your phone number as 270-226-4613.

Speaker speaker_2: No, ma'am. I have a different one now.

Speaker speaker_1: What is your phone number?

Speaker speaker_2: 731-333-2972.

Speaker speaker_1: All righty. And I have your email address as angie.thorne73@gmail.com.

Speaker speaker_2: Um, yeah, but I don't use that one anymore. We can update that one as well.

Speaker speaker_1: Okay. What's that email?

Speaker speaker_2: Uh, angewilson2022@gmail.com.

Speaker speaker_1: All righty. And you said you wanted to add dental and you wanted your husband to be on both plans?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So for dental and vision for you and your spouse, your weekly deductions are gonna be at \$10.52.

Speaker speaker_2: Yeah. What all does the dental cover? Does that cover like the cleanings and all that?

Speaker speaker_1: It covers your, um, checkup and basic cleaning once per six months. Fillings and non-surgical extractions and X-rays are covered at 80% once you pay the \$50 deductible. Um, things like crowns and braces are not covered.

Speaker speaker_2: What is and what's not covered?

Speaker speaker_1: Crowns and braces.

Speaker speaker_2: Oh, okay. Okay. Yeah. Go ahead and do that. And then I want to add him. Do both dental and then, um, add him to my vision.

Speaker speaker_1: Okay. You want him just for the vision? Or to both?

Speaker speaker_2: No, on both, on both of them. Okay.

Speaker speaker_1: And what is his name?

Speaker speaker_2: Darrel, D-A-R-R-E-L Wilson. Okay.

Speaker speaker_1: And his full social?

Speaker speaker_2: Uh, 415-23-6890.

Speaker speaker_1: Okay. And his date of birth?

Speaker speaker_2: Uh, January 12, '72.

Speaker speaker_1: All righty. We'll have to enter that information in the system. It will take one to two weeks for the staff at the agency to start making, start to change the deductions. Once you see the first change in deduction, the next Monday he's active and he should receive new cards in the mail by the end of that week.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay?

Speaker speaker_2: So will both get-

Speaker speaker_1: Is this-

Speaker speaker_2: ... get new ones, including myself with on the vision?

Speaker speaker_1: There's only one card for both of you, the same employee plus spouse only.

Speaker speaker_2: Oh, okay. Okay. I gotcha.

Speaker speaker_1: All righty. Is there anything else I can assist you with?

Speaker speaker_2: What's that? I'm sorry?

Speaker speaker_1: Is there anything else I can assist you with?

Speaker speaker_2: Uh, no. And when did you s- when, when will this start? Um, will it be this following week that this will be coming out?

Speaker speaker_1: It takes one to two weeks to process.

Speaker speaker_2: Okay. And the vision and stuff, when, when will it pick up on him in order for him to be able to use it?

Speaker speaker_1: The Monday after the deductions start.

Speaker speaker_2: The Mon- Okay. So after, the week after. Okay. I gotcha.

Speaker speaker_1: All right. Is there anything else I can assist you with?

Speaker speaker_2: Nope. That'll be it.

Speaker speaker_1: ... called in. Have a great day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye.