

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Bennett-Simpson on card. My name is Pearl. Who did I have the pleasure of speaking with? Hi, this is, uh, Nathaniel Simpson. And how can I assist you, Mr. Simpson? Yes. Um, I wanted to see if I could make a, uh, a change to, to my, uh, health, uh, benefits. I'm sorry, you sound very far away. You need to make what? I want to see if I can make some changes to my health benefits. Okay. What is the name of the staffing agency you work for? Uh, MAU. And the last four digits of your social? 1432. All righty. And if you can confirm your address and date of birth. Um, my address, I just updated or should be updated, it's 2320 Buckingham Drive, Augusta, Georgia 30903. So with the staffing agency, their, their system is separate. What is your previous address? Oh, okay. My previous address is 3593 Jefferson Service, Augusta, Georgia 30903. Okay. And you said that new address is 2320... Uh, 2220, 2-2-2-0 Buckingham Drive, Augusta, Georgia 30903. Okay. And your date of birth? February the 20th, 1989. All righty. And I have you phone number as 706-691-7056. Yes, ma'am. All righty. And, uh, what kind of changes are you wanting to make today? Okay. Um, well, I'm not sure. I think... I, I haven't had a chance to use it, uh, 'cause I think I'm just under the, um, the regular health. I think. I'm not sure 'cause I, um, they never sent my card. I don't even see it. But I know I sent... They said they be taking like \$10 in changes, but I'm not sure which one that is. Yeah. So you're currently enrolled in the Preventive Health Plan. Um, it's 9.46 a week. Um, and it just covers like- Okay. ... your annual physicals, some STD screenings, some cancer screening, diabetes, blood pressure, and dental. Okay. All right. I want... Can I cancel that one? And, um, I want to... Hey, how, how does, how does y'all's dental... Y'all have dental, right? Yes. Okay. Because I have health insurance on the outside, but I, I, I heard that y'all dental is pretty decent. I wanted to see if I could, uh, cancel the health, the preventative health that I got and add the dental. Okay. So with the dental preventive visit, they're covered at 100%, which is your basic cleaning and checkup once per six months. And X-rays, fillings, and non-surgical extractions are covered at 80% after you pay the \$50 deductible. And then things like braces and crowns are not covered. Okay. What about filling the teeth? As long as it's not surgical, it's covered at 80%. Oh, okay. And with anything surgical, I just have to, uh, pay it myself? Yes. Okay. How much would that be a week? That is \$3.51 a week. Oh. Shoot. Okay, that's, uh, what is... That's the only dental y'all have? Y'all got any more better than that? No, that's the... There's only one dental plan, yes. Oh, okay. Well, that's cool. I want to sign up for that. All right. Uh, can I add my... Is there a way, can I add my wife on to that? Yeah, of course. So for dental for you and your wife, it'd be \$6.77 a week. It'd be who, three dollars? \$6.77 a week. Okay. Yes, ma'am. I want to, I want to, uh... Yeah. And could you cancel that other preventive and just add the dental plan? Yep, of course. No worries. I went ahead and got that changed for you. What is your wife's name?

Her name is Shakelia Simpson. It's, uh, S-H-A-K-E-L-I-A Simpson. All righty. I'm going to repeat that first name back to you. You said S-H-A-K-E-L-I-A? Yes, ma'am. All righty. And would you happen to have her full social? Uh, give me one second. I be forgetting about this uh... Yes, ma'am. 260-37-2764. All righty. And what is her date of birth? February the 8th, 1981. 1981? Yes, ma'am. 1981. All righty. I got all that information in the system. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become... You guys become active. And then later that week, you'll receive your dental card in the mail. This- Oh. All right. ... this plan is 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 this plan. Oh, okay. You said I can't- Do you have any questions? Uh, I can't... Yeah, you said I can't cancel or change it due to, uh, what now? To an IRS regulation called Section 125. Oh, okay. So you said, you said I can't cancel it at any time? No, this plan you cannot cancel unless it's open enrollment or you have a qualified life event occur. Oh, oh, okay. Yes, ma'am. Yes, ma'am. Yes, ma'am. Okay. Now, oh, I have another question. You said, um, uh, you will be able to send... You said you'll be able to, uh, mail me, uh, the cards out? Yes. The cards will arrive, uh, the week... At the end of the week after your first dedu- the deduction change. Okay. I got you. And, um, you said after... Okay, after that, then you said... When, when will we be able to start using it? The Monday after the first deduction. Oh, okay. Got you. I got you. Okay, and, um, one more question. You said you did update our, um, our new address for me? Yes, sir. Okay. Yes, ma'am. That's, that's all I had. So, check. I appreciate it. All righty. Thank you so much for calling. You have a great day. You do the same.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Bennett-Simpson on card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_2: Hi, this is, uh, Nathaniel Simpson.

Speaker speaker_1: And how can I assist you, Mr. Simpson?

Speaker speaker_2: Yes. Um, I wanted to see if I could make a, uh, a change to, to my, uh, health, uh, benefits.

Speaker speaker_1: I'm sorry, you sound very far away. You need to make what?

Speaker speaker_2: I want to see if I can make some changes to my health benefits.

Speaker speaker_1: Okay. What is the name of the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

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

Speaker speaker_2: 1432.

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

Speaker speaker_2: Um, my address, I just updated or should be updated, it's 2320 Buckingham Drive, Augusta, Georgia 30903.

Speaker speaker_1: So with the staffing agency, their, their system is separate. What is your previous address?

Speaker speaker_2: Oh, okay. My previous address is 3593 Jefferson Service, Augusta, Georgia 30903.

Speaker speaker_1: Okay. And you said that new address is 2320...

Speaker speaker_2: Uh, 2220, 2-2-2-0 Buckingham Drive, Augusta, Georgia 30903.

Speaker speaker_1: Okay. And your date of birth?

Speaker speaker_2: February the 20th, 1989.

Speaker speaker_1: All righty. And I have you phone number as 706-691-7056.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. And, uh, what kind of changes are you wanting to make today?

Speaker speaker_2: Okay. Um, well, I'm not sure. I think... I, I haven't had a chance to use it, uh, 'cause I think I'm just under the, um, the regular health. I think. I'm not sure 'cause I, um, they never sent my card. I don't even see it. But I know I sent... They said they be taking like \$10 in changes, but I'm not sure which one that is.

Speaker speaker_1: Yeah. So you're currently enrolled in the Preventive Health Plan. Um, it's 9.46 a week. Um, and it just covers like-

Speaker speaker_2: Okay.

Speaker speaker_1: ... your annual physicals, some STD screenings, some cancer screening, diabetes, blood pressure, and dental.

Speaker speaker_2: Okay. All right. I want... Can I cancel that one? And, um, I want to... Hey, how, how does, how does y'all's dental... Y'all have dental, right?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Because I have health insurance on the outside, but I, I, I heard that y'all dental is pretty decent. I wanted to see if I could, uh, cancel the health, the preventative health that I got and add the dental.

Speaker speaker_1: Okay. So with the dental preventive visit, they're covered at 100%, which is your basic cleaning and checkup once per six months. And X-rays, fillings, and non-surgical extractions are covered at 80% after you pay the \$50 deductible. And then things like braces and crowns are not covered.

Speaker speaker_2: Okay. What about filling the teeth?

Speaker speaker_1: As long as it's not surgical, it's covered at 80%.

Speaker speaker_2: Oh, okay. And with anything surgical, I just have to, uh, pay it myself?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. How much would that be a week?

Speaker speaker_1: That is \$3.51 a week.

Speaker speaker_2: Oh. Shoot. Okay, that's, uh, what is... That's the only dental y'all have? Y'all got any more better than that?

Speaker speaker_1: No, that's the... There's only one dental plan, yes.

Speaker speaker_2: Oh, okay. Well, that's cool. I want to sign up for that. All right. Uh, can I add my... Is there a way, can I add my wife on to that?

Speaker speaker_1: Yeah, of course. So for dental for you and your wife, it'd be \$6.77 a week.

Speaker speaker_2: It'd be who, three dollars?

Speaker speaker_1: \$6.77 a week.

Speaker speaker_2: Okay. Yes, ma'am. I want to, I want to, uh... Yeah. And could you cancel that other preventive and just add the dental plan?

Speaker speaker_1: Yep, of course. No worries. I went ahead and got that changed for you. What is your wife's name?

Speaker speaker_2: Her name is Shakelia Simpson. It's, uh, S-H-A-K-E-L-I-A Simpson.

Speaker speaker_1: All righty. I'm going to repeat that first name back to you. You said S-H-A-K-E-L-I-A?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. And would you happen to have her full social?

Speaker speaker_2: Uh, give me one second. I be forgetting about this uh... Yes, ma'am. 260-37-2764.

Speaker speaker_1: All righty. And what is her date of birth?

Speaker speaker_2: February the 8th, 1981.

Speaker speaker_1: 1981?

Speaker speaker_2: Yes, ma'am. 1981.

Speaker speaker_1: All righty. I got all that information in the system. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become... You guys become active. And then later that week, you'll receive your dental

card in the mail. This-

Speaker speaker_2: Oh. All right.

Speaker speaker_1: ... this plan is 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 this plan.

Speaker speaker_2: Oh, okay. You said I can't-

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Uh, I can't... Yeah, you said I can't cancel or change it due to, uh, what now?

Speaker speaker_1: To an IRS regulation called Section 125.

Speaker speaker_2: Oh, okay. So you said, you said I can't cancel it at any time?

Speaker speaker_1: No, this plan you cannot cancel unless it's open enrollment or you have a qualified life event occur.

Speaker speaker_2: Oh, oh, okay. Yes, ma'am. Yes, ma'am. Yes, ma'am. Okay. Now, oh, I have another question. You said, um, uh, you will be able to send... You said you'll be able to, uh, mail me, uh, the cards out?

Speaker speaker_1: Yes. The cards will arrive, uh, the week... At the end of the week after your first dedu- the deduction change.

Speaker speaker_2: Okay. I got you. And, um, you said after... Okay, after that, then you said... When, when will we be able to start using it?

Speaker speaker_1: The Monday after the first deduction.

Speaker speaker_2: Oh, okay. Got you. I got you. Okay, and, um, one more question. You said you did update our, um, our new address for me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Yes, ma'am. That's, that's all I had. So, check. I appreciate it.

Speaker speaker_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_2: You do the same.