

## Transcript: Pearl

**Rojas-5506509090504704-6169307369881600**

### Full Transcript

Hi, good afternoon. Thank you for calling Spend Sena Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Uh, my name's James Carroll. And how can I assist you? Um, I wanna enroll in health coverage. Um. Okay. I can definitely assist you with that. What's the name of the staffing agency you work for? Uh, Focus Workforce Management Incorporated. Focus Workforce. All righty. And the last four digits of your social? 6204. 6204? All righty. Bear with me one moment. All righty. Let's see here. You said Focus and 6214? Hmm. 6204. Oh, 6204. All righty. Makes a big difference here. Yeah. All righty. And Mr. Carroll. And if you can confirm your address and date of birth for me. 428 Greenlawn Street, Greenfield, Tennessee 38230-010671. All righty. Do I have your phone number as 514-0818? Yes. All righty. And I have your email address as jimmycarroll900@Yahoo.com? Yes. All righty. And taking a look here, you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today? Uh, well, it's just me. Okay. All right? And I plan on being full time before too lo- all I need to make sure of that, is I have to go see my doctor to get my refills and, uh, get my medicine. Okay. Um, so do you actually go in to see a doctor? Well, I shouldn't have to the next couple months, but I may have to. Okay. Um, so there's a couple different plans you can choose from. As far as medical plans, there are a couple different ones. Actually, give me one moment. Looks like our, got a little more variety here. Okay, so there are the VIP Standard and VIP Plus, both with virtual primary care. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, they also offer virtual care, virtual primary care so where you can see a primary care doctor via web chat, webcam. Um, the, uh, standard is 19.55 a week and the plus is 33.54 a week. And the- I will need the- ... difference between those two is the... Oh, the difference between the two is the dollar amount that they cover for each service. Um... What does the Plus cover? So, the Plus covers hospital admissions. Well, so as far as what you're looking for is the physician's office visits, they cover \$100 a day for four visits a year. Um, and then with prescription coverage, depending on the tier of the prescription, if it's covered you'll either pay \$10, \$20, or \$30 depending on the tier, what level that, that prescription is. Um, you could always add on to your medical plan, uh, the Free Rx plan. Um, with Free Rx they have a wider range of prescription coverage. That one is 9.99 a week. Um, but if it's cov- if it's on their list of covered medications, it's covered at 100%. All right, well, okay. Let's do the, how about the VIP Standard. Okay. And the, uh, Free Rx. Okay. But is that a- Did you want anything else, like dental, vision? Uh, does the Rx with virtual primary care, what does that mean? Yep, so it has that same option for virtual primary care in, um, with that package. With that Free Rx plan. Oh, as far as, uh, video chat? Yes. All right. That, I think that's what I'll do. I'll just take the VIP Standard, the Rx, and the life insurance. Okay, life insurance. Great. Um, so you didn't want to do anything like dental, vision, short-term disability, nothing like that? Uh, no. All righty. So

that brings your weekly deductions to \$31.65. All right. All right. It does take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active and then later that week, you'll receive your medical card in your email. Okay. Okay. Who would you like to put down for the beneficiary to that term life? Uh, Jackie Arnold. So J- Oh wait, I don't know her add- I don't have to have her address too or anything? Just her name and her relation to you. Uh, Jackie Arnold, mother. Great. And she's gonna be receiving the 100%, correct? Yes. All right. How much is the store? Um, so up until the age of 64 it's 25, uh, 20,000. From 65 to 69 it goes to 15, and then 70 and over it's 10. Okay. Okay, that's fair. All right. All righty. Is there anything else I can assist you with today? That'll be all, so a couple weeks it'll come down my check? Correct. All right. That, that sounds good to me. Thank you so much for calling. You have a great day. You too.

## Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Spend Sena Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, my name's James Carroll.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I wanna enroll in health coverage. Um.

Speaker speaker\_0: Okay. I can definitely assist you with that. What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, Focus Workforce Management Incorporated.

Speaker speaker\_0: Focus Workforce. All righty. And the last four digits of your social?

Speaker speaker\_1: 6204.

Speaker speaker\_0: 6204? All righty. Bear with me one moment. All righty. Let's see here. You said Focus and 6214? Hmm.

Speaker speaker\_1: 6204.

Speaker speaker\_0: Oh, 6204. All righty. Makes a big difference here.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. And Mr. Carroll. And if you can confirm your address and date of birth for me.

Speaker speaker\_1: 428 Greenlawn Street, Greenfield, Tennessee 38230-010671.

Speaker speaker\_0: All righty. Do I have your phone number as 514-0818?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And I have your email address as jimmycarroll900@Yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And taking a look here, you are eligible to enroll in coverage. Do you know what you're wanting to enroll in today?

Speaker speaker\_1: Uh, well, it's just me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right? And I plan on being full time before too lo- all I need to make sure of that, is I have to go see my doctor to get my refills and, uh, get my medicine.

Speaker speaker\_0: Okay. Um, so do you actually go in to see a doctor?

Speaker speaker\_1: Well, I shouldn't have to the next couple months, but I may have to.

Speaker speaker\_0: Okay. Um, so there's a couple different plans you can choose from. As far as medical plans, there are a couple different ones. Actually, give me one moment. Looks like our, got a little more variety here. Okay, so there are the VIP Standard and VIP Plus, both with virtual primary care. These plans don't have copays or deductibles, but they only cover up to a certain dollar amount for each service. Um, they also offer virtual care, virtual primary care so where you can see a primary care doctor via web chat, webcam. Um, the, uh, standard is 19.55 a week and the plus is 33.54 a week. And the-

Speaker speaker\_1: I will need the-

Speaker speaker\_0: ... difference between those two is the... Oh, the difference between the two is the dollar amount that they cover for each service. Um...

Speaker speaker\_1: What does the Plus cover?

Speaker speaker\_0: So, the Plus covers hospital admissions. Well, so as far as what you're looking for is the physician's office visits, they cover \$100 a day for four visits a year. Um, and then with prescription coverage, depending on the tier of the prescription, if it's covered you'll either pay \$10, \$20, or \$30 depending on the tier, what level that, that prescription is. Um, you could always add on to your medical plan, uh, the Free Rx plan. Um, with Free Rx they have a wider range of prescription coverage. That one is 9.99 a week. Um, but if it's cov- if it's on their list of covered medications, it's covered at 100%.

Speaker speaker\_1: All right, well, okay. Let's do the, how about the VIP Standard.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And the, uh, Free Rx.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But is that a-

Speaker speaker\_0: Did you want anything else, like dental, vision?

Speaker speaker\_1: Uh, does the Rx with virtual primary care, what does that mean?

Speaker speaker\_0: Yep, so it has that same option for virtual primary care in, um, with that package. With that Free Rx plan.

Speaker speaker\_1: Oh, as far as, uh, video chat?

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right. That, I think that's what I'll do. I'll just take the VIP Standard, the Rx, and the life insurance.

Speaker speaker\_0: Okay, life insurance. Great. Um, so you didn't want to do anything like dental, vision, short-term disability, nothing like that?

Speaker speaker\_1: Uh, no.

Speaker speaker\_0: All righty. So that brings your weekly deductions to \$31.65.

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. It does take one to two weeks for the staffing agency to start making those deductions. Once they do, the following Monday you become active and then later that week, you'll receive your medical card in your email.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Who would you like to put down for the beneficiary to that term life?

Speaker speaker\_1: Uh, Jackie Arnold.

Speaker speaker\_0: So J-

Speaker speaker\_1: Oh wait, I don't know her add- I don't have to have her address too or anything?

Speaker speaker\_0: Just her name and her relation to you.

Speaker speaker\_1: Uh, Jackie Arnold, mother.

Speaker speaker\_0: Great. And she's gonna be receiving the 100%, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right.

Speaker speaker\_1: How much is the store?

Speaker speaker\_0: Um, so up until the age of 64 it's 25, uh, 20,000. From 65 to 69 it goes to 15, and then 70 and over it's 10.

Speaker speaker\_1: Okay. Okay, that's fair.

Speaker speaker\_0: All right. All righty. Is there anything else I can assist you with today?

Speaker speaker\_1: That'll be all, so a couple weeks it'll come down my check?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right. That, that sounds good to me.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.