

Transcript: Pearl

Rojas-5697076176404480-6278798240694272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who have I been speaking with? Uh, William Buckles. And how can I assist you? Um, I'm looking to get this health insurance. Okay. What's the name of the staff agency you work for? Uh, Man Camp in- And the last- ... Parkersburg. Okay. And the last four digits of your Social? 4047. All righty. And if you can confirm your address and date of birth? 303 58th Street, Vienna, West Virginia 62196. All righty. Hm. So it looks like we don't actually have a birthday on file for you. Can you verify your full social so I can add your birthday to this, to your account? Uh, yeah. 236-43-4047. All righty. Thank you so much for that. Okay, repeat your date of birth for me. That was 6/21/1996. All righty, and I have your phone number as 304-834-9253? Yep. And I have your email address at williamxv23@gmail.com? Yeah. All righty. And you are eligible to enroll. Do you know what you're wanting to enroll in today? Um, is it... So there's like health, dental, vision, basically everything? Yes, sir. Um, I'll just do... How much is the vision, do, roughly? Vision is \$199 a m- a week. Oh, that's not bad. Uh, okay, I'll do vision and then... Do you know what the health care plans are, like price-wise? So the VIP- I think it was- Standard... The VIP Standard is \$16.22 a week. The VIP Classic is \$17.88 a week. And the difference between those two plans is the dollar amount that they pay for each service. There's no copays or deductibles, they just cover at a, at a set dollar amount. Um, I'll do the \$17.88 then. All righty. Did you want to do dental, free Rx, short-term disability, life insurance? Um... Is the dental like two dollars also? It's three dollars and 38 cents. Yeah, I'll go ahead and do the dental then. All righty. And is that all? Yeah, that's it. Okay, so your weekly deductions are gonna be of \$23.25. Okay. It will take one to two weeks for the staff at your agency to start making deductions. Once they do, the following Monday you become active. And then later that week you receive your, um, dental and vision card in the mail and your medical will go to your email. Okay. All three 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. Do you have any questions? Nope, that's it. All righty. Thank you so much for calling. You have a great day. You too. Bye.

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 Benefits in a Card. My name is Pearl. Who have I been speaking with?

Speaker speaker_2: Uh, William Buckles.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I'm looking to get this health insurance.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Uh, Man Camp in-

Speaker speaker_1: And the last-

Speaker speaker_2: ... Parkersburg.

Speaker speaker_1: Okay. And the last four digits of your Social?

Speaker speaker_2: 4047.

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

Speaker speaker_2: 303 58th Street, Vienna, West Virginia 62196.

Speaker speaker_1: All righty. Hm. So it looks like we don't actually have a birthday on file for you. Can you verify your full social so I can add your birthday to this, to your account?

Speaker speaker_2: Uh, yeah. 236-43-4047.

Speaker speaker_1: All righty. Thank you so much for that. Okay, repeat your date of birth for me.

Speaker speaker_2: That was 6/21/1996.

Speaker speaker_1: All righty, and I have your phone number as 304-834-9253?

Speaker speaker_2: Yep.

Speaker speaker_1: And I have your email address at williamxv23@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All righty. And you are eligible to enroll. Do you know what you're wanting to enroll in today?

Speaker speaker_2: Um, is it... So there's like health, dental, vision, basically everything?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, I'll just do... How much is the vision, do, roughly?

Speaker speaker_1: Vision is \$199 a m- a week.

Speaker speaker_2: Oh, that's not bad. Uh, okay, I'll do vision and then... Do you know what the health care plans are, like price-wise?

Speaker speaker_1: So the VIP-

Speaker speaker_2: I think it was-

Speaker speaker_1: Standard... The VIP Standard is \$16.22 a week. The VIP Classic is \$17.88 a week. And the difference between those two plans is the dollar amount that they pay for each service. There's no copays or deductibles, they just cover at a, at a set dollar amount.

Speaker speaker_2: Um, I'll do the \$17.88 then.

Speaker speaker_1: All righty. Did you want to do dental, free Rx, short-term disability, life insurance?

Speaker speaker_2: Um... Is the dental like two dollars also?

Speaker speaker_1: It's three dollars and 38 cents.

Speaker speaker_2: Yeah, I'll go ahead and do the dental then.

Speaker speaker_1: All righty. And is that all?

Speaker speaker_2: Yeah, that's it.

Speaker speaker_1: Okay, so your weekly deductions are gonna be of \$23.25.

Speaker speaker_2: Okay.

Speaker speaker_1: It will take one to two weeks for the staff at your agency to start making deductions. Once they do, the following Monday you become active. And then later that week you receive your, um, dental and vision card in the mail and your medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: All three 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_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Nope, that's it.

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

Speaker speaker_2: You too. Bye.