

Transcript: Pearl

Rojas-5840381957062656-5252728324833280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and Cards. My name is Pearl. Who does want you speaking with? Yeah, hello. My name is Joshua, Joshua Flores. And how can I assist you, Mr. Flores? Mm. Um, I received a message from Partners & Personal that says you have 30 days from your first paycheck to enroll in benefits. Yes. So Par- Partners & Personal offers healthcare benefits to their employees, things like medical, dental, short-term dis-disability, stuff like that. The price depends on how much plans you choose and who you choose to cover. And it's something that's deducted from your check every week. You're not obligated to have it, but they do- Mm-hmm. ... um, offer it and you need to enroll if you want it within 30 days of receiving your first paycheck. Okay. Um, I'm gonna enroll. You're going to go ahead and enroll? And what are the last four digits of your Social? It is 2200. All righty. And your address and date of birth? My, my what? Address and date of birth. Oh, my address and date of birth. Okay, so the address is 1920 North Huachuca Avenue. Did you recently move or give a different address to the staffing agency? Yeah. What was your previous address? Hmm. It was 4550 South Palovera. Okay. And what is your current address? It is 1920 North Huachuca Avenue. North... Hua- Chuca is H-U-A-C-H-U-C-A. Okay. And what is the city and state? The city and state is, it is Tucson, Arizona. And your date of birth? My date of birth is August 1st, 2001. Okay. Can I have your phone number as 520-248-0829? No, it's, um, it's ac- it's actually gonna be 520-273-1112. Okay. Can I have your email address as joshuaflares1@gmail.com? That's correct. Okay. And what would you like to enroll in today? Um, do you guys have vi- like, the vision one? The, well, vision... Yep. Um, yeah. I'd like to enroll for that. Just vision? And, and, um, the, can... Well, how, how many can I choose? As many as you like. Well, I'd like to do the vision one, the dental, medical. Okay. So as far as medical, there's, there's four different medical plans. There's three VIP plans, the VIP Standard... With the VIP plans there's no copays or deductibles but they only cover up to a certain amount for each service. The VIP Standard is \$17.66 a week, the Plus is \$31.61 a week, and the VIP Prime is \$43.28 a week. And the difference between the three- Mm-hmm. ... is that it's the dollar amount that is covered. Mm-hmm. Um, and then they also offer MEC Enhanced, which is \$43.76 a week. That plan does have copays but after you pay the copay the remainder of the bill is the, is paid by the insurance company. Mm-hmm. So, so I, I have to pay, like out of my, my paycheck? It will be deducted from your payroll. Oh, okay. I, I actually thought it was with the, with the company one, like the company covered it or something like that. But I don't have to pay- Oh, no. They... It comes out of the s- the payroll. Oh. Ah, then, uh, I'm, I'm sorry to waste your time. No problem. You're just fine. You have a great day. Yeah. Good, thank you.

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 and Cards. My name is Pearl. Who does want you speaking with?

Speaker speaker_2: Yeah, hello. My name is Joshua, Joshua Flores.

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

Speaker speaker_2: Mm. Um, I received a message from Partners & Personal that says you have 30 days from your first paycheck to enroll in benefits.

Speaker speaker_1: Yes. So Par- Partners & Personal offers healthcare benefits to their employees, things like medical, dental, short-term dis-disability, stuff like that. The price depends on how much plans you choose and who you choose to cover. And it's something that's deducted from your check every week. You're not obligated to have it, but they do-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... um, offer it and you need to enroll if you want it within 30 days of receiving your first paycheck.

Speaker speaker_2: Okay. Um, I'm gonna enroll.

Speaker speaker_1: You're going to go ahead and enroll? And what are the last four digits of your Social?

Speaker speaker_2: It is 2200.

Speaker speaker_1: All righty. And your address and date of birth?

Speaker speaker_2: My, my what?

Speaker speaker_1: Address and date of birth.

Speaker speaker_2: Oh, my address and date of birth. Okay, so the address is 1920 North Huachuca Avenue.

Speaker speaker_1: Did you recently move or give a different address to the staffing agency?

Speaker speaker_2: Yeah.

Speaker speaker_1: What was your previous address?

Speaker speaker_2: Hmm. It was 4550 South Palovera.

Speaker speaker_1: Okay. And what is your current address?

Speaker speaker_2: It is 1920 North Huachuca Avenue.

Speaker speaker_1: North...

Speaker speaker_2: Hua- Chuca is H-U-A-C-H-U-C-A.

Speaker speaker_1: Okay. And what is the city and state?

Speaker speaker_2: The city and state is, it is Tucson, Arizona.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: My date of birth is August 1st, 2001.

Speaker speaker_1: Okay. Can I have your phone number as 520-248-0829?

Speaker speaker_2: No, it's, um, it's ac- it's actually gonna be 520-273-1112.

Speaker speaker_1: Okay. Can I have your email address as joshuaflares1@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. And what would you like to enroll in today?

Speaker speaker_2: Um, do you guys have vi- like, the vision one? The, well, vision...

Speaker speaker_1: Yep.

Speaker speaker_2: Um, yeah. I'd like to enroll for that.

Speaker speaker_1: Just vision?

Speaker speaker_2: And, and, um, the, can... Well, how, how many can I choose?

Speaker speaker_1: As many as you like.

Speaker speaker_2: Well, I'd like to do the vision one, the dental, medical.

Speaker speaker_1: Okay. So as far as medical, there's, there's four different medical plans. There's three VIP plans, the VIP Standard... With the VIP plans there's no copays or deductibles but they only cover up to a certain amount for each service. The VIP Standard is \$17.66 a week, the Plus is \$31.61 a week, and the VIP Prime is \$43.28 a week. And the difference between the three-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is that it's the dollar amount that is covered.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then they also offer MEC Enhanced, which is \$43.76 a week. That plan does have copays but after you pay the copay the remainder of the bill is the, is paid by the insurance company.

Speaker speaker_2: Mm-hmm. So, so I, I have to pay, like out of my, my paycheck?

Speaker speaker_1: It will be deducted from your payroll.

Speaker speaker_2: Oh, okay. I, I actually thought it was with the, with the company one, like the company covered it or something like that. But I don't have to pay-

Speaker speaker_1: Oh, no. They... It comes out of the s- the payroll.

Speaker speaker_2: Oh. Ah, then, uh, I'm, I'm sorry to waste your time.

Speaker speaker_1: No problem. You're just fine. You have a great day.

Speaker speaker_2: Yeah. Good, thank you.