

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Darren Levitt. Hello? Yes. Darren Levitt. And how can I assist you? Well, I, I'm trying to enroll, enroll in uh, uh, get some medical insurance. Okay. What's the name of the staff agency you work for? Um, uh, Partners Personnel. And the last four digits of your social? That's, uh, 2085. All righty. Bear with me one moment. All right. And your address and date of birth, please? 2605 Trotters Walk Trail, Snellville, Georgia 31381. Okay. And I have your phone number as 404-343-9268. Hello? Yes, that's right. I have your email address as darrenlevitt@yahoo.com. Yes. Okay. Do you know what you're wanting to enroll in today? Well, I looked at, uh, some of them but I'm not sure what I'm looking at. But I just know I wanted something with medical, dental and vision. So they're all separate plans. Dental and vision only have one plan each. Dental is \$3.63 a week for just yourself. Uh, is the coverage going to be for just yourself? Yeah, everything will be just for myself. Okay. And then vision is \$2.15 a week. As far as medical, there are four medical plans you can choose from. There is a MEC Enhanced. That plan has copays, but once you pay the copay, the insurance carrier pays the remainder of the bill. That c- that plan is \$43.76 a week. And then there are the VIP plans. Those plans do not have copays or deductibles but they only cover up to a certain dollar amount for each service. The standard is \$17.66 a week, the plus is \$31.61 a week and the prime is 43.70... \$43.28 a week. Ooh. And on none of... I mean for the one with the copay is how much a week? \$43.76. 43, that's kind of high. Mm-mm. 43. Now how much is my, uh, you said the, um, dental is what like two something you say? The dental is \$3.63 a week. And you have a vision, do you have a vision you say? The vision is \$2.15 a week. I'm looking this. And that's the cheapest one you have for \$40 something a month, I mean a week? There's just one for \$17.66 a week, the VIP standard. That's the one you said. I, I got to... That's... Yeah. I have to pay a, uh... Man, tell me a little bit more about that one. That one doesn't have copays or deductibles but it only covers up to a certain dollar amount for each service. Oh, okay. Oh. I see. Well, I'm, uh... How, how much time do I have before I, um, enroll? You have until the- How much- ... 3rd of March. Until the 3rd of March? Mm-hmm. Okay. I, I get back to you then, uh, with my decision on that. All righty. Thank you so much for calling. You have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Darren Levitt.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes. Darren Levitt.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Well, I, I'm trying to enroll, enroll in uh, uh, get some medical insurance.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Um, uh, Partners Personnel.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: That's, uh, 2085.

Speaker speaker_0: All righty. Bear with me one moment.

Speaker speaker_1: All right.

Speaker speaker_0: And your address and date of birth, please?

Speaker speaker_1: 2605 Trotters Walk Trail, Snellville, Georgia 31381.

Speaker speaker_0: Okay. And I have your phone number as 404-343-9268. Hello?

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: I have your email address as darrenlevitt@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Do you know what you're wanting to enroll in today?

Speaker speaker_1: Well, I looked at, uh, some of them but I'm not sure what I'm looking at. But I just know I wanted something with medical, dental and vision.

Speaker speaker_0: So they're all separate plans. Dental and vision only have one plan each. Dental is \$3.63 a week for just yourself. Uh, is the coverage going to be for just yourself?

Speaker speaker_1: Yeah, everything will be just for myself.

Speaker speaker_0: Okay. And then vision is \$2.15 a week. As far as medical, there are four medical plans you can choose from. There is a MEC Enhanced. That plan has copays, but once you pay the copay, the insurance carrier pays the remainder of the bill. That c- that plan is \$43.76 a week. And then there are the VIP plans. Those plans do not have copays or deductibles but they only cover up to a certain dollar amount for each service. The standard is \$17.66 a week, the plus is \$31.61 a week and the prime is 43.70... \$43.28 a week.

Speaker speaker_1: Ooh. And on none of... I mean for the one with the copay is how much a week?

Speaker speaker_0: \$43.76.

Speaker speaker_1: 43, that's kind of high. Mm-mm. 43. Now how much is my, uh, you said the, um, dental is what like two something you say?

Speaker speaker_0: The dental is \$3.63 a week.

Speaker speaker_1: And you have a vision, do you have a vision you say?

Speaker speaker_0: The vision is \$2.15 a week.

Speaker speaker_1: I'm looking this. And that's the cheapest one you have for \$40 something a month, I mean a week?

Speaker speaker_0: There's just one for \$17.66 a week, the VIP standard.

Speaker speaker_1: That's the one you said. I, I got to... That's... Yeah. I have to pay a, uh... Man, tell me a little bit more about that one.

Speaker speaker_0: That one doesn't have copays or deductibles but it only covers up to a certain dollar amount for each service.

Speaker speaker_1: Oh, okay. Oh. I see. Well, I'm, uh... How, how much time do I have before I, um, enroll?

Speaker speaker_0: You have until the-

Speaker speaker_1: How much-

Speaker speaker_0: ... 3rd of March.

Speaker speaker_1: Until the 3rd of March?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. I, I get back to you then, uh, with my decision on that.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. You too.