

Transcript: VICTORIA

Taylor-5009175962140672-5670434965504000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, yes, ma'am. I received a text message from my job and they told me to call in before my 30 days. Okay. Uh, what's the name of the agency you work for? Uh, Adept HR. A-D-E-P-T. Okay. And the last four of your Social? 6956. And your first and last name? Janice Mackes. M-A-C-K-E-S. Gotcha. Uh, do you mind verifying your address and date of birth? 652 Thompson Road, Alanhurst, Georgia 31301. And 08/22/83. And then phone number 912-668-3011 . Yes, ma'am. And email is last name, first name thirteen@gmail.com? Yes, ma'am. Okay. Are you wanting to enroll into the benefits? Yes, ma'am. Okay. Uh, what plans are you wanting to enroll into? I mean, h- I'm not really sure about anything that you guys have available 'cause I just started a week ago. Okay. Um, so what I can do is I can actually send you a copy of the benefits guide to your email. It'll go over, like, all the plans they offer, what they cover and how much they cost. Okay. Um, and then once you make a decision, you can call us back from there to enroll. All right. Um, do you, do you have any plans with dental in them? Or is it just basic health? So dental... Yeah. I mean, there's medical and dental. Dental is a policy by itself, so it doesn't matter what medical plan you can go with plan. Um, it's a very basic dental policy, so it's not gonna cover any major dental work like crowns, orthodontists. But it does cover your, uh, preventative dental work at 100%. And then, um, basic dental work like crowns or, I'm sorry, like, uh, fillings and extractions at 80% once you meet the \$50 deductible. Okay. All right. Yes. I'm definitely gonna have to get that. Yeah. Okay. Um, well, did you want to look at the benefits guide or did you wanna go ahead and enroll into dental or...? Yeah. I'm gonna look at the guide. I just wanted to get a little bit more information but yeah, if you'll send the email, I'll, I'll go through it. Okay. Um, and then just to let you know, it looks like you have up until December to get enrolled. Until when? What day on December- December 13th. Okay. Go ahead and send that information to your email. And was there anything else you might need help with? No, ma'am. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Um, yes, ma'am. I received a text message from my job and they told me to call in before my 30 days.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Adept HR. A-D-E-P-T.

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

Speaker speaker_2: 6956.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Janice Mackes. M-A-C-K-E-S.

Speaker speaker_1: Gotcha. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 652 Thompson Road, Alanhurst, Georgia 31301. And 08/22/83.

Speaker speaker_1: And then phone number 912-668-3011 .

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is last name, first name thirteen@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Are you wanting to enroll into the benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Uh, what plans are you wanting to enroll into?

Speaker speaker_2: I mean, h- I'm not really sure about anything that you guys have available 'cause I just started a week ago.

Speaker speaker_1: Okay. Um, so what I can do is I can actually send you a copy of the benefits guide to your email. It'll go over, like, all the plans they offer, what they cover and how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and then once you make a decision, you can call us back from there to enroll.

Speaker speaker_2: All right. Um, do you, do you have any plans with dental in them? Or is it just basic health?

Speaker speaker_1: So dental... Yeah. I mean, there's medical and dental. Dental is a policy by itself, so it doesn't matter what medical plan you can go with plan. Um, it's a very basic dental policy, so it's not gonna cover any major dental work like crowns, orthodontists. But it does cover your, uh, preventative dental work at 100%. And then, um, basic dental work like crowns or, I'm sorry, like, uh, fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_2: Okay. All right. Yes. I'm definitely gonna have to get that.

Speaker speaker_1: Yeah. Okay. Um, well, did you want to look at the benefits guide or did you wanna go ahead and enroll into dental or...?

Speaker speaker_2: Yeah. I'm gonna look at the guide. I just wanted to get a little bit more information but yeah, if you'll send the email, I'll, I'll go through it.

Speaker speaker_1: Okay. Um, and then just to let you know, it looks like you have up until December to get enrolled.

Speaker speaker_2: Until when? What day on December-

Speaker speaker_1: December 13th.

Speaker speaker_2: Okay.

Speaker speaker_1: Go ahead and send that information to your email. And was there anything else you might need help with?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.