

Transcript: VICTORIA

Taylor-5939994905591808-6681160550760448

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? Uh, yeah, can you hear me? Yeah, I can hear you. Hello? Yes, can you hear me? Hold on a second. I got bad service. Yeah, I got bad service. Let me step outside. Okay. Uh, can you hear me now? I can hear you. Okay. Uh, yeah, I was wondering if... I got a text about health benefits through WorkSource, um, and I was wondering if they offer dental, and if so, how much it would be per check. Okay. Um, yes, they do have a dental plan. Um, it is a very basic dental plan, so it's not gonna cover any major, uh, dental work, like crowns, ortho- or orthodontists. Um, but I- Well, I- I got a tooth that's breaking. Like, would it cover, like, for them just to pull it? Yeah. So it... The dental plan covers your preventative services at 100%, and then basic dental work, like fillings and extractions, at 80% once you meet the \$50, uh, deductible. Okay. Uh, how much is it per check for just the dental? So if you're just doing it for employee only, it would be \$3.64. Per check? Mm-hmm. Yes, sir. Okay. How do I... Uh, I think I need to sign up for that. Okay. Let me pull up your file. What's the last four of your Social? It's 4628. And your first and last name? It's Beau Montgomery. And then, um, how do you... Or- or I'm sorry, can you verify your address and date of birth? Uh, I don't know. I don't know if they have my new address. Is it South 30th or Highway 45? Uh, South 30th. Then it'll be 5107 South 30th, but I don't live there no more. Okay. I can update it for you. What's your date of birth? Uh, 01/04/'91. And then what should the address be? Give me one second. Okay. I just moved out there, so I wanna make sure it's right. Um... I think it's... Let me double check. Let me... I think it's 13104, but let me double check. Okay. Yeah, it's 13104 Highway 45. Is that still in Fort Smith? Yes. 72916. Okay. 72916? Yes. And then phone number 479-259-3673? Uh, yes. And then email is first- first and last name, 301 at Gmail? What was it again? Oh, I'm sorry. Your first and last name, 305 at gmail.com for the email? Yeah, that's... Yeah. Okay. So let's see. Uh, was there anything else you wanted to enroll into or just dental? Uh... I don't know. How much is the medical? I- for doctor's visits and stuff. So, that is a little bit more complicated. We offer, uh, like four, actually five different medical plans. So it really depends on the plan you choose, as well as, um, who you're wanting to cover under it. Okay. Uh, I'll probably just stick with the dental for now, I guess. Okay. Um, so if you do decide to add on medical, um, it looks like the open enrollment is actually ending this Friday. Yeah. So you... This Friday to add that on. Um, but it will take about one to two weeks for the enrollment tools to be processed through payroll. Okay. So you might not see that first deduction come out of your check until two weeks from now. Once we- Okay. ... do, the coverage will start the following Monday. And then, uh, the ID card is made and sent to you when the coverage is active, which typically takes about 7 to 10 business days to get. All right. Uh, was there anything else that you might need help with? Uh, no, I think that's it. Okay. And just remember, like I said, if you are

wanting to add on medical or anything else, uh, you have until this Friday to do so. Oh, okay. All righty. Okay. Well, you have a wonderful day. All right. Thank you so much. Thank you. Bye-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: Uh, yeah, can you hear me?

Speaker speaker_1: Yeah, I can hear you.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, can you hear me?

Speaker speaker_2: Hold on a second. I got bad service. Yeah, I got bad service. Let me step outside.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, can you hear me now?

Speaker speaker_1: I can hear you.

Speaker speaker_2: Okay. Uh, yeah, I was wondering if... I got a text about health benefits through WorkSource, um, and I was wondering if they offer dental, and if so, how much it would be per check.

Speaker speaker_1: Okay. Um, yes, they do have a dental plan. Um, it is a very basic dental plan, so it's not gonna cover any major, uh, dental work, like crowns, ortho- or orthodontists. Um, but I-

Speaker speaker_2: Well, I- I got a tooth that's breaking. Like, would it cover, like, for them just to pull it?

Speaker speaker_1: Yeah. So it... The dental plan covers your preventative services at 100%, and then basic dental work, like fillings and extractions, at 80% once you meet the \$50, uh, deductible.

Speaker speaker_2: Okay. Uh, how much is it per check for just the dental?

Speaker speaker_1: So if you're just doing it for employee only, it would be \$3.64.

Speaker speaker_2: Per check?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_2: Okay. How do I... Uh, I think I need to sign up for that.

Speaker speaker_1: Okay. Let me pull up your file. What's the last four of your Social?

Speaker speaker_2: It's 4628.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Beau Montgomery.

Speaker speaker_1: And then, um, how do you... Or- or I'm sorry, can you verify your address and date of birth?

Speaker speaker_2: Uh, I don't know. I don't know if they have my new address. Is it South 30th or Highway 45?

Speaker speaker_1: Uh, South 30th.

Speaker speaker_2: Then it'll be 5107 South 30th, but I don't live there no more.

Speaker speaker_1: Okay. I can update it for you. What's your date of birth?

Speaker speaker_2: Uh, 01/04/'91.

Speaker speaker_1: And then what should the address be?

Speaker speaker_2: Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: I just moved out there, so I wanna make sure it's right. Um... I think it's... Let me double check. Let me... I think it's 13104, but let me double check.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, it's 13104 Highway 45.

Speaker speaker_1: Is that still in Fort Smith?

Speaker speaker_2: Yes. 72916.

Speaker speaker_1: Okay. 72916?

Speaker speaker_2: Yes.

Speaker speaker_1: And then phone number 479-259-3673?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And then email is first- first and last name, 301 at Gmail?

Speaker speaker_2: What was it again?

Speaker speaker_1: Oh, I'm sorry. Your first and last name, 305 at gmail.com for the email?

Speaker speaker_2: Yeah, that's... Yeah.

Speaker speaker_1: Okay. So let's see. Uh, was there anything else you wanted to enroll into or just dental?

Speaker speaker_2: Uh... I don't know. How much is the medical? I- for doctor's visits and stuff.

Speaker speaker_1: So, that is a little bit more complicated. We offer, uh, like four, actually five different medical plans. So it really depends on the plan you choose, as well as, um, who you're wanting to cover under it.

Speaker speaker_2: Okay. Uh, I'll probably just stick with the dental for now, I guess.

Speaker speaker_1: Okay. Um, so if you do decide to add on medical, um, it looks like the open enrollment is actually ending this Friday.

Speaker speaker_2: Yeah.

Speaker speaker_1: So you... This Friday to add that on. Um, but it will take about one to two weeks for the enrollment tools to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So you might not see that first deduction come out of your check until two weeks from now. Once we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... do, the coverage will start the following Monday. And then, uh, the ID card is made and sent to you when the coverage is active, which typically takes about 7 to 10 business days to get.

Speaker speaker_2: All right.

Speaker speaker_1: Uh, was there anything else that you might need help with?

Speaker speaker_2: Uh, no, I think that's it.

Speaker speaker_1: Okay. And just remember, like I said, if you are wanting to add on medical or anything else, uh, you have until this Friday to do so.

Speaker speaker_2: Oh, okay. All righty.

Speaker speaker_1: Okay. Well, you have a wonderful day.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.