

Transcript: Estefania

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm currently looking to speak to Gatina? Gaicano. What do you want from me? Um, I'm calling from Benefits in a Card on behalf of BGS. We're currently processing the enrollment form that you filled out on March 29th for the healthcare benefits that they offer. You selected a few plans with employee plus spouse, and then you selected virtual primary care for employee plus child. However, you didn't add the dependents' information. Um, we were wondering if you still wanted to include your spouse and your child, or if you just wanted to change the plan say employee only. What is this for? Uh, uh, more like a- It's for the healthcare pl- It's for... Okay. So, we're processing the enrollment forms of BGS. You filled out a enrollment form on the 29th of March for the ph-healthcare- Right. ... benefits that they offer through their staffing agencies. You selected dental- Right. ... for \$6.50 for employee and spouse, short-term disability for employee and sp- spouse, but that one's only for employee being \$3.66. Life for \$2.32 for employee plus spouse, vision for \$4.02 for employee plus spouse, critical illness for \$3.59 weekly for employee and spouse, group accident for \$2.74 weekly for employee plus spouse, group accident, behavior health, ID social plus, stay healthy, those under employee plus spouse, as well as virtual primary care for \$6.99 for employee plus child. So, we're calling because you didn't add the dependents' information, so you didn't provide your spouse first, last name, social, date of birth, none of that, nor the child. So, we were calling to see if you still wanted to enroll. I don't have a child. Okay, um- I don't have a child. So, it looks... So, it looks like you actually need to mark it. It's gonna be Belinda. It'll be Belinda Pinarelli. Okay. Did you wanna change the virtual primary care? Did you still want that, or was it a accident picking that plan? Uh, uh, I don't know. You can take that off. I don't think I need it. Okay. Give me one second. Okay. So, I have dental, term life, vision, critical illness, group accident, NEC Talaris which is your preventative plan, behavior health, ID experts, and then your short-term disability. Um, the only one that's- Right. ... for employee only is the short-term disability, but everything else is for employee plus spouse. Um, since you did add her name in the beneficiary, I have her first and last name. I just, um, need her date of birth. What is it? It's 5/1/52. 5/1/52. 5/1/52. Okay. And then do you have her social? If you don't, we can put zeros for now. I'm looking for it. I know it's gonna be 289-050-7873. I'm hoping that's it. Um, if you want I can just say it- Hey, guess what? I found it. ... it just to make sure. I found it. Okay. What is it? Well, that was pretty good. I remembered it. 289- Oh. ... 50-7873. Oh, okay. Thank you. 289... All right. And then, uh, did you have any questions regarding any of the plans that you selected? Um, I did wanna let you know that for the NEC Talarres, I'm not sure if you're aware, but that's only a preventative plan. That will only cover your preventative visits such as the physicals, some vaccines, STD and cancer screenings. Um, just preventative services. Which is that? Um, this

one's the NEC Talarres. So, it's your preventative plan. The preventative plan however doesn't cover any doctor visits at stake, hospital visits, or X-rays. You can take that off then. Okay. You can delete that. Um, okay. Um, and then they do offer three medical plans, being the standard, the classic, and the plus. The three medical plans- Standard. ... it looks like you didn't select any of them, but if you want, I can go over them just in case you're interested. So, those plans will cover- I, I did select one. Apparently, I was getting confused, but just the standard's fine. Okay. Um, did you want any information regarding it though? 'Cause that one- No. I've read it already. I read it, and I thought I selected it. Okay. Give me one second. Okay. So, it looks like we're looking at a total of \$26.70 weekly for dental, short-term disability, term life, vision, critical illness, group accident, behavior health, and ID expert. So, that would be a weekly deduction of \$26.70 weekly from your paycheck. Please allow one or two weeks for your staffing agency to start making the first deduction from your paycheck. Once you see the very first deduction, the following Monday of that first deduction is when your plans become active. And by that following Monday, you should be getting your dental, vision cards mailed out to you. And if you have the doctor's appointment and you're still waiting on your cards, you can just contact this number, and we can email them to you as well electronically. Um, did you have any questions regarding any of your plans? No. The question I have, is it, uh, weekly pay or biweekly? Yep. It's weekly. Weekly deductions from your paycheck. Okay. So, if they pay you weekly, it'll be weekly. If it's biweekly that they pay you- Okay. ... it'll be biweekly. Okay. That's what I wanted to know. All right. I don't even know where this job- Awesome. ... is supposed to be at. Um, so we don't actually work in BGS. We just administrate their healthcare benefits. Okay. No problem. Okay. Thank you. All right. Thank you for your time. I hope you have a great day. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern time. Thank you. You're welcome. Have a nice day. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm currently looking to speak to Gatina?

Speaker speaker_1: Gaicano. What do you want from me?

Speaker speaker_0: Um, I'm calling from Benefits in a Card on behalf of BGS. We're currently processing the enrollment form that you filled out on March 29th for the healthcare benefits that they offer. You selected a few plans with employee plus spouse, and then you selected virtual primary care for employee plus child. However, you didn't add the dependents' information. Um, we were wondering if you still wanted to include your spouse and your child, or if you just wanted to change the plan say employee only.

Speaker speaker_1: What is this for? Uh, uh, more like a-

Speaker speaker_0: It's for the healthcare pl- It's for... Okay. So, we're processing the enrollment forms of BGS. You filled out a enrollment form on the 29th of March for the ph-healthcare-

Speaker speaker_1: Right.

Speaker speaker_0: ... benefits that they offer through their staffing agencies. You selected dental-

Speaker speaker_1: Right.

Speaker speaker_0: ... for \$6.50 for employee and spouse, short-term disability for employee and sp- spouse, but that one's only for employee being \$3.66. Life for \$2.32 for employee plus spouse, vision for \$4.02 for employee plus spouse, critical illness for \$3.59 weekly for employee and spouse, group accident for \$2.74 weekly for employee plus spouse, group accident, behavior health, ID social plus, stay healthy, those under employee plus spouse, as well as virtual primary care for \$6.99 for employee plus child. So, we're calling because you didn't add the dependents' information, so you didn't provide your spouse first, last name, social, date of birth, none of that, nor the child. So, we were calling to see if you still wanted to enroll.

Speaker speaker_1: I don't have a child.

Speaker speaker_0: Okay, um-

Speaker speaker_1: I don't have a child.

Speaker speaker_0: So, it looks... So, it looks like you actually need to mark it.

Speaker speaker_1: It's gonna be Belinda. It'll be Belinda Pinarelli.

Speaker speaker_0: Okay. Did you wanna change the virtual primary care? Did you still want that, or was it a accident picking that plan?

Speaker speaker_1: Uh, uh, I don't know. You can take that off. I don't think I need it.

Speaker speaker_0: Okay. Give me one second. Okay. So, I have dental, term life, vision, critical illness, group accident, NEC Talaris which is your preventative plan, behavior health, ID experts, and then your short-term disability. Um, the only one that's-

Speaker speaker_1: Right.

Speaker speaker_0: ... for employee only is the short-term disability, but everything else is for employee plus spouse. Um, since you did add her name in the beneficiary, I have her first and last name. I just, um, need her date of birth. What is it?

Speaker speaker_1: It's 5/1/52. 5/1/52.

Speaker speaker_0: 5/1/52. Okay. And then do you have her social? If you don't, we can put zeros for now.

Speaker speaker_1: I'm looking for it. I know it's gonna be 289-050-7873. I'm hoping that's it.

Speaker speaker_0: Um, if you want I can just say it-

Speaker speaker_1: Hey, guess what? I found it.

Speaker speaker_0: ... it just to make sure.

Speaker speaker_1: I found it.

Speaker speaker_0: Okay. What is it?

Speaker speaker_1: Well, that was pretty good. I remembered it. 289-

Speaker speaker_0: Oh.

Speaker speaker_1: ... 50-7873.

Speaker speaker_0: Oh, okay. Thank you. 289... All right. And then, uh, did you have any questions regarding any of the plans that you selected? Um, I did wanna let you know that for the NEC Talarres, I'm not sure if you're aware, but that's only a preventative plan. That will only cover your preventative visits such as the physicals, some vaccines, STD and cancer screenings. Um, just preventative services.

Speaker speaker_1: Which is that?

Speaker speaker_0: Um, this one's the NEC Talarres. So, it's your preventative plan. The preventative plan however doesn't cover any doctor visits at stake, hospital visits, or X-rays.

Speaker speaker_1: You can take that off then.

Speaker speaker_0: Okay.

Speaker speaker_1: You can delete that.

Speaker speaker_0: Um, okay. Um, and then they do offer three medical plans, being the standard, the classic, and the plus. The three medical plans-

Speaker speaker_1: Standard.

Speaker speaker_0: ... it looks like you didn't select any of them, but if you want, I can go over them just in case you're interested. So, those plans will cover-

Speaker speaker_1: I, I did select one. Apparently, I was getting confused, but just the standard's fine.

Speaker speaker_0: Okay. Um, did you want any information regarding it though? 'Cause that one-

Speaker speaker_1: No. I've read it already. I read it, and I thought I selected it.

Speaker speaker_0: Okay. Give me one second. Okay. So, it looks like we're looking at a total of \$26.70 weekly for dental, short-term disability, term life, vision, critical illness, group accident, behavior health, and ID expert. So, that would be a weekly deduction of \$26.70 weekly from your paycheck. Please allow one or two weeks for your staffing agency to start making the first deduction from your paycheck. Once you see the very first deduction, the

following Monday of that first deduction is when your plans become active. And by that following Monday, you should be getting your dental, vision cards mailed out to you. And if you have the doctor's appointment and you're still waiting on your cards, you can just contact this number, and we can email them to you as well electronically. Um, did you have any questions regarding any of your plans?

Speaker speaker_1: No. The question I have, is it, uh, weekly pay or biweekly?

Speaker speaker_0: Yep. It's weekly. Weekly deductions from your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: So, if they pay you weekly, it'll be weekly. If it's biweekly that they pay you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it'll be biweekly.

Speaker speaker_1: Okay. That's what I wanted to know.

Speaker speaker_0: All right.

Speaker speaker_1: I don't even know where this job-

Speaker speaker_0: Awesome.

Speaker speaker_1: ... is supposed to be at.

Speaker speaker_0: Um, so we don't actually work in BGS. We just administrate their healthcare benefits.

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Thank you for your time. I hope you have a great day. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday, Eastern time.

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Bye-bye.