

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, um, I was trying to enroll, um, in benefits with a company that I'm working for. Okay! Uh, what's the company's name? Um, it's Superior Skilled Trades. Okay. And then, the last four of your Social? 3899. All right, thank you. And then, your first and last name, please? Cole Davis. C-O-L-E- Okay. Mm-hmm. ... D-A-V-I-S. Mm-hmm. And then, can you please verify your address and date of birth for security purposes? Uh, yeah. Date of birth is 05/27/2004 and address is 3001 Northeast Inner Loop. I have a different address. Do you have a different one? We have- ... I'm sorry. ... uh, the Falcon Point Village. Yeah. Can you verify it please? Are you saying Falcon Point? Yes. Um, I- let me double check the address. I just moved there. Okay. H- hey, it's 2132 Falcon Village Lane, Pflugerville, Texas- Mm-hmm. ... 78660, uh, Apartment 23102. Okay, thank you. And then, I have 512-983-6766 as your phone number? That is correct. Okay. And then, coledavis17@outlook.com. Is that correct? Yes. Okay! So you have a pending enrollment, um, for the Free Rx Membership for employee only, dental for employee only and vision for employee only, being a weekly deduction of \$13.81 weekly. Did you want to make changes? Yeah. So I, I just went on there online and I submitted those, but it wasn't letting me select, uh, medical c- coverage. I don't know if the website was messing up, but it wasn't letting me select the medical. Oh, okay. Yeah. I can do that for you. Which one were you looking at enrolling into? Okay. I have it here. Um, I was just gonna do the, the, the, yeah, the- Mm-hmm. ... Classic Employee only. Okay. Okay. So if I select the VIP Classic, it's not gonna let you do, for some reason, the Free Rx Membership. Is that okay? So with your VIP Classic plan, you still get, um, prescription benefits and it would be through Pharmacoville. Mm-hmm. So that, uh, Free Rx would just be an additional membership. But since I'm selecting VIP Classic, it's not gonna let me choose your Free, Free Rx Membership. Is that fine? Uh, that's okay. So if we do that, it doesn't affect, like, the dental or vision, right? It's just the- No. ... Free Rx... Yeah, 'cause the Free Rx- Okay, perfect. That's fine. ... technically just a membership that you're paying for. Right. So it doesn't really- Okay. ... affect anything. So with your VIP Classic for 22.76, that's weekly for employee only, dental for \$5.40 for employee only and vision for \$2.42 for employee only. It would be a weekly deduction of \$30.58. Do you allow me to make these changes? Yes. Okay. Please allow one or two weeks for Superior Skilled Trades to make the very first deduction of the \$30.58 from your paycheck. Once they do that first deduction of the \$30.58, the following Monday of that first deduction is when your plans become effective. And by that first or second week of active coverage, you're gonna get two cards mailed out to you, which are gonna be dental and vision. Usually, for your VIP plans, they normally don't mail that card out. So if you do want a physical card once you become active, you're welcome to contact us at this number to request a physical medical card to be sent out to you and we can put in that request. But you should definitely be getting

dental and vision first. And then, once you become active, you can just call us and request your VIP Classic to be mailed out to you. If you have a doctor's appointment, um, coming up and you still don't have your cards, you can just contact this number again and we'll email them to you electronically. Okay, perfect. Did you have any other questions regarding your plan? I think that was it. Okay. If you do wanna add anything or change anything, your last t-day to do so is the 30th of this month, which is next Friday. Okay. Perfect. Thank you. Well, I hope you have a great day. You've been enrolled. Awesome. Thank you. Have a good one. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yeah, um, I was trying to enroll, um, in benefits with a company that I'm working for.

Speaker speaker_0: Okay! Uh, what's the company's name?

Speaker speaker_1: Um, it's Superior Skilled Trades.

Speaker speaker_0: Okay. And then, the last four of your Social?

Speaker speaker_1: 3899.

Speaker speaker_0: All right, thank you. And then, your first and last name, please?

Speaker speaker_1: Cole Davis. C-O-L-E-

Speaker speaker_0: Okay. Mm-hmm.

Speaker speaker_1: ... D-A-V-I-S.

Speaker speaker_0: Mm-hmm. And then, can you please verify your address and date of birth for security purposes?

Speaker speaker_1: Uh, yeah. Date of birth is 05/27/2004 and address is 3001 Northeast Inner Loop.

Speaker speaker_0: I have a different address. Do you have a different one?

Speaker speaker_1: We have-

Speaker speaker_0: ... I'm sorry.

Speaker speaker_1: ... uh, the Falcon Point Village.

Speaker speaker_0: Yeah. Can you verify it please?

Speaker speaker_1: Are you saying Falcon Point? Yes. Um, I- let me double check the address. I just moved there.

Speaker speaker_0: Okay.

Speaker speaker_1: H- hey, it's 2132 Falcon Village Lane, Pflugerville, Texas-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 78660, uh, Apartment 23102.

Speaker speaker_0: Okay, thank you. And then, I have 512-983-6766 as your phone number?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. And then, coledavis17@outlook.com. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay! So you have a pending enrollment, um, for the Free Rx Membership for employee only, dental for employee only and vision for employee only, being a weekly deduction of \$13.81 weekly. Did you want to make changes?

Speaker speaker_1: Yeah. So I, I just went on there online and I submitted those, but it wasn't letting me select, uh, medical c- coverage. I don't know if the website was messing up, but it wasn't letting me select the medical.

Speaker speaker_0: Oh, okay. Yeah. I can do that for you. Which one were you looking at enrolling into?

Speaker speaker_1: Okay.

Speaker speaker_0: I have it here.

Speaker speaker_1: Um, I was just gonna do the, the, the, yeah, the-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... Classic Employee only.

Speaker speaker_0: Okay. Okay. So if I select the VIP Classic, it's not gonna let you do, for some reason, the Free Rx Membership. Is that okay? So with your VIP Classic plan, you still get, um, prescription benefits and it would be through Pharmacoville.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So that, uh, Free Rx would just be an additional membership. But since I'm selecting VIP Classic, it's not gonna let me choose your Free, Free Rx Membership. Is that fine?

Speaker speaker_1: Uh, that's okay. So if we do that, it doesn't affect, like, the dental or vision, right? It's just the-

Speaker speaker_0: No.

Speaker speaker_1: ... Free Rx...

Speaker speaker_0: Yeah, 'cause the Free Rx-

Speaker speaker_1: Okay, perfect. That's fine.

Speaker speaker_0: ... technically just a membership that you're paying for.

Speaker speaker_1: Right.

Speaker speaker_0: So it doesn't really-

Speaker speaker_1: Okay.

Speaker speaker_0: ... affect anything. So with your VIP Classic for 22.76, that's weekly for employee only, dental for \$5.40 for employee only and vision for \$2.42 for employee only. It would be a weekly deduction of \$30.58. Do you allow me to make these changes?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one or two weeks for Superior Skilled Trades to make the very first deduction of the \$30.58 from your paycheck. Once they do that first deduction of the \$30.58, the following Monday of that first deduction is when your plans become effective. And by that first or second week of active coverage, you're gonna get two cards mailed out to you, which are gonna be dental and vision. Usually, for your VIP plans, they normally don't mail that card out. So if you do want a physical card once you become active, you're welcome to contact us at this number to request a physical medical card to be sent out to you and we can put in that request. But you should definitely be getting dental and vision first. And then, once you become active, you can just call us and request your VIP Classic to be mailed out to you. If you have a doctor's appointment, um, coming up and you still don't have your cards, you can just contact this number again and we'll email them to you electronically.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Did you have any other questions regarding your plan?

Speaker speaker_1: I think that was it.

Speaker speaker_0: Okay. If you do wanna add anything or change anything, your last t- day to do so is the 30th of this month, which is next Friday.

Speaker speaker_1: Okay. Perfect.

Speaker speaker_0: Thank you. Well, I hope you have a great day. You've been enrolled.

Speaker speaker_1: Awesome. Thank you. Have a good one. Bye.