

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? Um, yes, hi. Um, I just enrolled in a plan today. Mm-hmm. And it's, it's for \$17, um, a week. And I did not ask about vision. Would it be too late to add vision? I can check. Um, what staff and agency are you working with? Uh, p- uh, Partners Personnel. Okay. And then what are the last four of your Social? 4217. For security purposes, can you verify address and date of birth? Excuse me? Um, for security purposes, can you please verify your address and date of birth? Yeah. My date of birth is October 8th, '76. My address is 243 Flicker Way, Perris, California 92571. Thank you. Is your phone number still 951-867-8990? Correct. Okay. Yeah. So, you can still do it. Um, let's see. Yeah, you, you're still eligible to do so. They give you 30 days from the day that you receive your first check to do so. So yeah, you're still eligible to make add-ons. Um, you said you wanted to add vision, right? Yeah. Would I be able to add vision just for me and my daughter, even though I'm just the only one getting the, uh, VIP Standard Plan? Over what it covers? Hello? Can you hear me? Hello? Can you hear me? Yeah. What's the question? Yeah, now I can hear you. I'm sorry, I think you were breaking up a little bit. Um, I was asking did you want me to go over what the vision plan covers? Um, yes. Okay, give me one second. Let me pull that up real quick. Okay. So vision has its copays. The copay for an eye exam, you would only have to pay \$10. You get a frame allowance of \$130. And then the copay for lenses and frames is 25. And if you choose- Okay. ... the employee plan, that's \$2.15 weekly from your paycheck. Okay. Is that fine? That would be \$2, \$2.15? Yes, ma'am. For the vision plan. For the vision plan. Now, would I be able to add my daughter to just the vision plan only? Uh, let me verify. You have VIP Standard and Dental, right? Yeah. Yeah, so you can, um, you can add your child to vision for employee and child. But for that, that's \$4.94 weekly, okay? So you're adding- Okay, even though she's- ... an adult to the vision plan. That's fine. Even though she's 19? Yeah, that's fine. Okay. Yeah, I wanna do that. I just wanna add my daughter. Just for the vision. Okay. So, for four, not... For, for 4.94. Okay. And then I have VIP Standard for \$17.66, Dental for \$3.63, and then vision for \$4.94 being with employee and child. The other two plans are for employee only. Is that correct? Yes, correct. Okay. And then it looks like your new weekly deduction is gonna be \$26.23. Um, do you allow me to make these changes? Um, yes. And then I was gonna tell you that vision is under Section 125 as well as your VIP Standard and Dental. Um, so Section 125 allows you to pay these plans with pre-tax dollars. However, you wanna cancel these plans or make changes later on to these plans, you have to be within the first 30 days of receiving your first check or be within company open enrollment which, for them, is in the month of October. Okay? And then I just need... I need your dependent's information. So what's the child's first and last name? Uh, Lopez. That's the last name. Okay. And then the first name? It's Desiree. Is it D-E-S-I-R-E-E? Yeah, D-E-R-I... Oh, wait, D-E-S-I-R-E-E. Okay. And then what's her

birthday? It's September 12th of 2005. Okay. And then do you have her Social? I do, I just gotta find it on my phone. Okay. If you could give me a minute, is that okay? Yeah, that's fine. Yep, that's fine. Okay. And then, um, did they ever explain how long it takes for you to get your cards earlier? No. They didn't explain that to you. Okay, so once you see that they finally deducted the, the money out of your paycheck-The first time- Mm-hmm. ... that they do that, the following Monday, the plan becomes active. And then by that first week of your activation week, you're gonna get your dental and vision card mailed out to you. For your VIP plan however, they normally don't mail that out to the members. So if you do want a physical card, once your plan becomes active, you're welcome to give us a call and request a physical one. But you'll for sure get dental and vision first. And then once y- your plan becomes effective, you're welcome to call us that Monday and we can request the medical card. And then, um, if you do have a doctor's appointment and you still don't have your card, you're welcome to contact this number and we can email you your cards to use as well. Okay. Sounds good. And then, would I be able to, um, would I be able to add my son too? Yes. He's 24. Yeah. Oh, um- So that's- ... let me make sure. I think, I think you can but let me make sure real quick. Okay. While you do that, I'm gonna look for their socials. In case of anything, would I be able to call you? What time do you ca- do you close? Um, we close at 8:00, but if you don't have their social right now, that's fine. You can call to add it later. It's not like mandatory right now to add it, like right now, right now. Okay yeah, I can- As long as you call back, that's fine. But yeah, you don't have to do it like right now, right now. Um, we- Okay. ... close at 8:00 and we're Eastern time, so down here it's almost 7:00 already. Okay. Yeah, 'cause I'm off at 4:30 Pacific Time. Okay. So I have like another 30 minutes, 35, 37 minutes 'til I'm off work. Yeah, so if you want me to put zeros for now. Okay. So, um- And I can go ahead and get his, um, 'cause I think, let me... I believe you can add them up to the age of 25. Yeah, I believe it's like up until they're 25 or 26. Well, maybe I shouldn't add my son because my son's already gonna be 25 this December. Oh. So I would just... Just my daughter 'cause she's 19. She needs the- Okay. ... she, she, she would benefit from a vision exam. Mm-hmm. I can still ask if you want me to. It's your choice though. No, no, that's okay. Yeah, just, just for my daughter. Yeah. Okay. And then, um, like I said, I can keep waiting or whenever you have a chance, you're welcome to call us 'cause either way, um, she's still gonna be active, but I would recommend you to call and give the social, so either way. Yeah, her socials. Okay. Well, hold on. Give me one minute. Let me see if I can- Okay. ... find it really quick. Yes, ma'am. Yeah. I, it's taken me a while to find it. No, you're fine. It's okay. Um, can I just call back with the number? I know I have it and I have it at home. Yeah, that's fine. Yeah, you can call back whenever you can. Um, just keep in mind we're open from Monday through Friday, 8:00 AM till 8:00 PM Eastern Time. But yeah, that's fine. Okay. Um, do I just tell them that I just called because- Go ahead. ... all I needed was to provide that? Yeah. So, uh, when you call just tell them, "Hey. I enrolled, I was just missing my dependent's social and I'm here to provide it." And then they're just gonna ask you the same security questions that I asked you of where do you work, they'll ask for your social and just to verify the security questions. And then that's it, they'll, you'll provide it and they'll add it, and that's really it. Okay. Sounds good. And then I'll just leave it on the notes as well that you're gonna call back to, um, provide the child's social. Okay. So they'll see it in the notes as well. Okay. I'll go ahead and do that. Um, I'm just trying this one last thing. Sometimes I keep it in my email but, oh, I don't see it. Yeah, I'll, I'll definitely call back and provide- Okay yeah, that's fine. ... them with the information. Yes, ma'am. That's okay.

Thank you. All right. Well now you just have to wait for- Okay. Well, thank you so much. You're welcome. I was gonna tell you that now you really just have to play this waiting game. They typically allow, you have to wait like one or two weeks and then they'll start making a deduction. So you really just have to look at your pay stubs from now. Yeah. Okay. Sounds good. All right. All right. Thank you so much. You're welcome. Have a great weekend. You too. Thank you. All right. Thank you. Bye. Bye-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: Um, yes, hi. Um, I just enrolled in a plan today.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And it's, it's for \$17, um, a week. And I did not ask about vision. Would it be too late to add vision?

Speaker speaker_0: I can check. Um, what staff and agency are you working with?

Speaker speaker_1: Uh, p- uh, Partners Personnel.

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

Speaker speaker_1: 4217.

Speaker speaker_0: For security purposes, can you verify address and date of birth?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Um, for security purposes, can you please verify your address and date of birth?

Speaker speaker_1: Yeah. My date of birth is October 8th, '76. My address is 243 Flicker Way, Perris, California 92571.

Speaker speaker_0: Thank you. Is your phone number still 951-867-8990?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Yeah. So, you can still do it. Um, let's see. Yeah, you, you're still eligible to do so. They give you 30 days from the day that you receive your first check to do so. So yeah, you're still eligible to make add-ons. Um, you said you wanted to add vision, right?

Speaker speaker_1: Yeah. Would I be able to add vision just for me and my daughter, even though I'm just the only one getting the, uh, VIP Standard Plan?

Speaker speaker_0: Over what it covers? Hello? Can you hear me? Hello? Can you hear me?

Speaker speaker_1: Yeah. What's the question? Yeah, now I can hear you.

Speaker speaker_0: I'm sorry, I think you were breaking up a little bit. Um, I was asking did you want me to go over what the vision plan covers?

Speaker speaker_1: Um, yes.

Speaker speaker_0: Okay, give me one second. Let me pull that up real quick. Okay. So vision has its copays. The copay for an eye exam, you would only have to pay \$10. You get a frame allowance of \$130. And then the copay for lenses and frames is 25. And if you choose-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the employee plan, that's \$2.15 weekly from your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Is that fine?

Speaker speaker_1: That would be \$2, \$2.15?

Speaker speaker_0: Yes, ma'am. For the vision plan.

Speaker speaker_1: For the vision plan. Now, would I be able to add my daughter to just the vision plan only?

Speaker speaker_0: Uh, let me verify. You have VIP Standard and Dental, right? Yeah. Yeah, so you can, um, you can add your child to vision for employee and child. But for that, that's \$4.94 weekly, okay? So you're adding-

Speaker speaker_1: Okay, even though she's-

Speaker speaker_0: ... an adult to the vision plan. That's fine.

Speaker speaker_1: Even though she's 19?

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: Okay. Yeah, I wanna do that. I just wanna add my daughter. Just for the vision.

Speaker speaker_0: Okay.

Speaker speaker_1: So, for four, not... For, for 4.94.

Speaker speaker_0: Okay. And then I have VIP Standard for \$17.66, Dental for \$3.63, and then vision for \$4.94 being with employee and child. The other two plans are for employee only. Is that correct?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. And then it looks like your new weekly deduction is gonna be \$26.23. Um, do you allow me to make these changes?

Speaker speaker_1: Um, yes.

Speaker speaker_0: And then I was gonna tell you that vision is under Section 125 as well as your VIP Standard and Dental. Um, so Section 125 allows you to pay these plans with pre-tax dollars. However, you wanna cancel these plans or make changes later on to these plans, you have to be within the first 30 days of receiving your first check or be within company open enrollment which, for them, is in the month of October. Okay? And then I just need... I need your dependent's information. So what's the child's first and last name?

Speaker speaker_1: Uh, Lopez. That's the last name.

Speaker speaker_0: Okay. And then the first name?

Speaker speaker_1: It's Desiree.

Speaker speaker_0: Is it D-E-S-I-R-E-E?

Speaker speaker_1: Yeah, D-E-R-I... Oh, wait, D-E-S-I-R-E-E.

Speaker speaker_0: Okay. And then what's her birthday?

Speaker speaker_1: It's September 12th of 2005.

Speaker speaker_0: Okay. And then do you have her Social?

Speaker speaker_1: I do, I just gotta find it on my phone.

Speaker speaker_0: Okay.

Speaker speaker_1: If you could give me a minute, is that okay?

Speaker speaker_0: Yeah, that's fine. Yep, that's fine.

Speaker speaker_1: Okay.

Speaker speaker_0: And then, um, did they ever explain how long it takes for you to get your cards earlier?

Speaker speaker_1: No.

Speaker speaker_0: They didn't explain that to you. Okay, so once you see that they finally deducted the, the money out of your paycheck-The first time-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... that they do that, the following Monday, the plan becomes active. And then by that first week of your activation week, you're gonna get your dental and vision card mailed out to you. For your VIP plan however, they normally don't mail that out to the members. So if you do want a physical card, once your plan becomes active, you're welcome to give us a call and request a physical one. But you'll for sure get dental and vision first. And then once y- your plan becomes effective, you're welcome to call us that Monday and we can request the medical card. And then, um, if you do have a doctor's appointment and you still don't have your card, you're welcome to contact this number and we can email you your cards

to use as well.

Speaker speaker_1: Okay. Sounds good. And then, would I be able to, um, would I be able to add my son too?

Speaker speaker_0: Yes.

Speaker speaker_1: He's 24. Yeah.

Speaker speaker_0: Oh, um-

Speaker speaker_1: So that's-

Speaker speaker_0: ... let me make sure. I think, I think you can but let me make sure real quick.

Speaker speaker_1: Okay. While you do that, I'm gonna look for their socials. In case of anything, would I be able to call you? What time do you ca- do you close?

Speaker speaker_0: Um, we close at 8:00, but if you don't have their social right now, that's fine. You can call to add it later. It's not like mandatory right now to add it, like right now, right now.

Speaker speaker_1: Okay yeah, I can-

Speaker speaker_0: As long as you call back, that's fine. But yeah, you don't have to do it like right now, right now. Um, we-

Speaker speaker_1: Okay.

Speaker speaker_0: ... close at 8:00 and we're Eastern time, so down here it's almost 7:00 already.

Speaker speaker_1: Okay. Yeah, 'cause I'm off at 4:30 Pacific Time.

Speaker speaker_0: Okay.

Speaker speaker_1: So I have like another 30 minutes, 35, 37 minutes 'til I'm off work.

Speaker speaker_0: Yeah, so if you want me to put zeros for now.

Speaker speaker_1: Okay. So, um-

Speaker speaker_0: And I can go ahead and get his, um, 'cause I think, let me... I believe you can add them up to the age of 25.

Speaker speaker_1: Yeah, I believe it's like up until they're 25 or 26. Well, maybe I shouldn't add my son because my son's already gonna be 25 this December.

Speaker speaker_0: Oh.

Speaker speaker_1: So I would just... Just my daughter 'cause she's 19. She needs the-

Speaker speaker_0: Okay.

Speaker speaker_1: ... she, she, she would benefit from a vision exam.

Speaker speaker_0: Mm-hmm. I can still ask if you want me to. It's your choice though.

Speaker speaker_1: No, no, that's okay. Yeah, just, just for my daughter. Yeah.

Speaker speaker_0: Okay. And then, um, like I said, I can keep waiting or whenever you have a chance, you're welcome to call us 'cause either way, um, she's still gonna be active, but I would recommend you to call and give the social, so either way.

Speaker speaker_1: Yeah, her socials. Okay. Well, hold on. Give me one minute. Let me see if I can-

Speaker speaker_0: Okay.

Speaker speaker_1: ... find it really quick.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Yeah. I, it's taken me a while to find it.

Speaker speaker_0: No, you're fine. It's okay.

Speaker speaker_1: Um, can I just call back with the number? I know I have it and I have it at home.

Speaker speaker_0: Yeah, that's fine. Yeah, you can call back whenever you can. Um, just keep in mind we're open from Monday through Friday, 8:00 AM till 8:00 PM Eastern Time. But yeah, that's fine.

Speaker speaker_1: Okay. Um, do I just tell them that I just called because-

Speaker speaker_0: Go ahead.

Speaker speaker_1: ... all I needed was to provide that?

Speaker speaker_0: Yeah. So, uh, when you call just tell them, "Hey. I enrolled, I was just missing my dependent's social and I'm here to provide it." And then they're just gonna ask you the same security questions that I asked you of where do you work, they'll ask for your social and just to verify the security questions. And then that's it, they'll, you'll provide it and they'll add it, and that's really it.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: And then I'll just leave it on the notes as well that you're gonna call back to, um, provide the child's social.

Speaker speaker_1: Okay.

Speaker speaker_0: So they'll see it in the notes as well.

Speaker speaker_1: Okay. I'll go ahead and do that. Um, I'm just trying this one last thing. Sometimes I keep it in my email but, oh, I don't see it. Yeah, I'll, I'll definitely call back and provide-

Speaker speaker_0: Okay yeah, that's fine.

Speaker speaker_1: ... them with the information.

Speaker speaker_0: Yes, ma'am. That's okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: All right. Well now you just have to wait for-

Speaker speaker_1: Okay. Well, thank you so much.

Speaker speaker_0: You're welcome. I was gonna tell you that now you really just have to play this waiting game. They typically allow, you have to wait like one or two weeks and then they'll start making a deduction. So you really just have to look at your pay stubs from now.

Speaker speaker_1: Yeah. Okay. Sounds good.

Speaker speaker_0: All right.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Have a great weekend.

Speaker speaker_1: You too. Thank you. All right.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Bye-bye.