

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? Hi, Stephanie. How are you doing? I just missed a call from someone. Okay. Um, it's probably regarding your benefits. What staffing agency do you work for? Uh, TRC. Okay. They, they left a message saying they got the wrong birthday for my son. Okay. And then I just need the last four of your Social. 7607. And your first and last name? Shamzay. S-H-A-M, Z as in zebra, A. Last name is V as in zebra. I-Y, A-D as in dog, pronounced Z-Ad. Okay. And then I just need you to verify your address and date of birth for security purposes. 405 Fairburn Road, Southwest Atlanta. Unit 264, Atlanta, Georgia 30331. Uh, date of birth, you say? Yes, sir. January 7th, 1983. And then I have 678-761-7344 is your phone number? That is correct. And then I have IM your first name, which is... Well, it's @... It's spelled F-H-A-M-Z at outlook.com. At outlook. That is correct. Okay, so let's see why they called you. Children's information. Okay, so yeah. It looks like you were missing your children's information so they called you and left you a voicemail to let you know that we needed that. Since we didn't get ahold of you, they went ahead and changed your plans, um, to employee only. Did you still want to add your child? I do. Okay, let's see which ones you had for them. Okay, yeah. So you still wanted them under Life and Vision? Yeah. Just, um, just... Yeah, just Life, Vision and Dental. Just not Medical. Life, Vision... Okay, Life, Vision and Dental. Okay, so I'll go ahead and change that. Um, give me one second. And then did you still want, um, all the other plans that you had? You have the Free RNs, which is a membership that gets you access to the top 90% generic drugs. Some of those generic drugs being for free, and some of them having a discount. You said that's the 6.99, um, plan, right? Oh, it's the 5.99. That's the \$5.99 one, so that's what you're paying for that membership. Yeah, that's fine. And then you have Group Accident for employees only for \$1.95. Did you still want to keep that for employee Only? Yes. And then Term Life. Um, I'm going to go ahead and do those changes. Give me one second. Let me go ahead and do that, and then I'll let you know how much the weekly deduction is, um, once I add your child. So my total for... Yes, like the total. I'll give you the total and the fees, um- That's favorable. Yo, yo, yo, why you think he called us back? I don't even think he answered that. He was talking about some other company or something. We got too many people calling us. Why? Well, one time I almost missed work because I was answering the phone. He was talking about another company he works for. I helped him with his VIP number. Yeah. Is that your voice? That's you on the recording? What's your code here? Right? 701-999-8888. I didn't hear nothing till he was talking. Okay, sir. So I have your Free RNs for employees only. That's \$5.99. I have Group Accident for employee only, which is \$1.95. Dental for employee plus child, which is \$9.30. Term Life for employee plus child, which is \$2.51. I have Vision for employee plus child, which is \$4.95. And then your medical plan, which is your VIP Standard-... for employee only for \$17.73 weekly. That looks like it's a

total of a weekly deduction of \$42.23 weekly, okay, from your paycheck. And then I need the child's information. And which is his birthday or social? Um, so I have something in the system already actually. Is M-A-L-I-K, is that his first name? Yeah. That is his first name. And then middle name M-A-H-D-I? That is correct. Is that correct? And then Z-I-V-A-D? Z-I-Y-A-D. And then, Z-A... Oh yeah. Same spelling last name, Z-I-Y-A-D. Okay, got it. Let me change that. We had that wrong. And then the social is 667-34-7571? Hold on. Let me confirm that. I have it written down somewhere if you want. One second. And then if you want, I'll just repeat it to you and then you can just confirm. Okay, you can repeat it. 667- 667, mm-hmm, 34-7571? That is correct. Okay, and then the birthday. I believe that's alu- I have, yeah, the birthday was wrong. It says 8- 1983. No, March 20th, 2007. March 20th, 2007? That's correct. Okay. Okay. That's all I needed from you, sir. So now you just have to wait. Let's see. So now you just have to wait one or two deductions for your staffing agency to start making the first deduction from your paycheck. Once you see the very first deduction of the 4243, that's when, um, the plans for dental, term life vision, your VIP standard group accident and the free RFs goes into effect. Got you. Now one question- Um, there is a- Sorry, go forward. Mm-hmm. Um, I was gonna tell you if you do for some reason experience a deduction of 3313, um, since we had to make these changes, I'm not sure if that's gonna be the first deduction that you see, but if you do, that's only for employee only. But I believe you shouldn't be seeing that one, but I would just be taking a look at your pay stubs 'cause once you see the first deduction of the 4243, that's when those plans go into effect that and then with your child as well. And then that following Monday- Gotcha. ... that first deduction is when you receive your card, either that Thursday or Friday. And I was gonna tell you that for your VIP standard plan, that plan, they normally don't mail out your card. So if you do need a physical medical card, you can just, um, give us a call and we can put in a request. But normally- Gotcha. ... that one they don't mail that out but we can also send it to you electronically, uh, just in case you're waiting on your card and you have, like, appointments coming up, we'll send them to you via email so you can have that too. Um, I have a doctor's, I have a primary doctor already. Is this a, is this, the VIP standard, is it an HMO or PPO plan? Uh, let me verify. So it's not a major medical plan, it's a limited. Um, it, you can, you don't require to be within a network as long as the provider takes that insurance. So I don't know if you want me to provide the contact number of the, the number that they direct you to to find providers. And you're welcome to ask if they're within network. But like I said, it doesn't require a network. The VIP standard- Okay. ... plan that you selected, it does not require you to only use their doctors and clinics. So you can be out of network and still use it as long as the provider is okay with taking that insurance. And what is the, and what is the insurance company called so I can call my doctor, see if they accept it? It is called APL. The carrier is American Public Life. American Public Life. Okay. Correct. And that's for, that's gonna be for your dental plan, for your medical plan which is your VIP standard, for your term life, and then let me see if it's for your group accident, I think it's for your group ad- and for your group a- oh, so for, technically all of your plans have the same carrier. The only one that doesn't is vision. Vision through MetLife. Gotcha. Okay. Vision's MetLife, and everything else is what again? American? Public Life. Okay. Thank you very much. I really appreciate everything. You're welcome. And then the free RS is just a membership so I, from here on, you just have to play the waiting game and wait on your first deduction to come out of your check. Then that following Monday, your plans become effective. And remember, if you want a physical medical card, you have to contact us and

request it 'cause a lot of people wait on it and I think they forget when we tell them that they don't get that- Got it. ... incentive. They have to request it. So as long as I get, I see the first deduction, I just need to call you guys for my card? Correct. Mm-hmm. Okay. So if you see it on a Friday, don't call that Friday 'cause they're gonna tell you to call the following week, which is Monday. Understood. Okay. Mm-hmm. But you're all set. All right, thank you. You're welcome. I appreciate it. Thank you. Thank you. Bye. Wait.

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: Hi, Stephanie. How are you doing? I just missed a call from someone.

Speaker speaker_0: Okay. Um, it's probably regarding your benefits. What staffing agency do you work for?

Speaker speaker_1: Uh, TRC.

Speaker speaker_0: Okay.

Speaker speaker_1: They, they left a message saying they got the wrong birthday for my son.

Speaker speaker_0: Okay. And then I just need the last four of your Social.

Speaker speaker_1: 7607.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Shamzay. S-H-A-M, Z as in zebra, A. Last name is V as in zebra. I-Y, A-D as in dog, pronounced Z-Ad.

Speaker speaker_0: Okay. And then I just need you to verify your address and date of birth for security purposes.

Speaker speaker_1: 405 Fairburn Road, Southwest Atlanta. Unit 264, Atlanta, Georgia 30331. Uh, date of birth, you say?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: January 7th, 1983.

Speaker speaker_0: And then I have 678-761-7344 is your phone number?

Speaker speaker_1: That is correct.

Speaker speaker_0: And then I have IM your first name, which is... Well, it's @... It's spelled F-H-A-M-Z at outlook.com.

Speaker speaker_1: At outlook. That is correct.

Speaker speaker_0: Okay, so let's see why they called you. Children's information. Okay, so yeah. It looks like you were missing your children's information so they called you and left you a voicemail to let you know that we needed that. Since we didn't get ahold of you, they went ahead and changed your plans, um, to employee only. Did you still want to add your child?

Speaker speaker_1: I do.

Speaker speaker_0: Okay, let's see which ones you had for them. Okay, yeah. So you still wanted them under Life and Vision?

Speaker speaker_1: Yeah. Just, um, just... Yeah, just Life, Vision and Dental. Just not Medical.

Speaker speaker_0: Life, Vision... Okay, Life, Vision and Dental. Okay, so I'll go ahead and change that. Um, give me one second. And then did you still want, um, all the other plans that you had? You have the Free RNs, which is a membership that gets you access to the top 90% generic drugs. Some of those generic drugs being for free, and some of them having a discount.

Speaker speaker_1: You said that's the 6.99, um, plan, right? Oh, it's the 5.99.

Speaker speaker_0: That's the \$5.99 one, so that's what you're paying for that membership.

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: And then you have Group Accident for employees only for \$1.95. Did you still want to keep that for employee Only?

Speaker speaker_1: Yes.

Speaker speaker_0: And then Term Life. Um, I'm going to go ahead and do those changes. Give me one second. Let me go ahead and do that, and then I'll let you know how much the weekly deduction is, um, once I add your child.

Speaker speaker_1: So my total for...

Speaker speaker_0: Yes, like the total. I'll give you the total and the fees, um-

Speaker speaker_1: That's favorable.

Speaker speaker_2: Yo, yo, yo, why you think he called us back?

Speaker speaker_3: I don't even think he answered that. He was talking about some other company or something. We got too many people calling us.

Speaker speaker_0: Why?

Speaker speaker_3: Well, one time I almost missed work because I was answering the phone. He was talking about another company he works for. I helped him with his VIP number.

Speaker speaker_0: Yeah.

Speaker speaker_3: Is that your voice? That's you on the recording? What's your code here? Right? 701-999-8888. I didn't hear nothing till he was talking.

Speaker speaker_0: Okay, sir. So I have your Free RNs for employees only. That's \$5.99. I have Group Accident for employee only, which is \$1.95. Dental for employee plus child, which is \$9.30. Term Life for employee plus child, which is \$2.51. I have Vision for employee plus child, which is \$4.95. And then your medical plan, which is your VIP Standard-... for employee only for \$17.73 weekly. That looks like it's a total of a weekly deduction of \$42.23 weekly, okay, from your paycheck. And then I need the child's information.

Speaker speaker_1: And which is his birthday or social?

Speaker speaker_0: Um, so I have something in the system already actually. Is M-A-L-I-K, is that his first name?

Speaker speaker_1: Yeah. That is his first name.

Speaker speaker_0: And then middle name M-A-H-D-I?

Speaker speaker_1: That is correct.

Speaker speaker_0: Is that correct? And then Z-I-V-A-D?

Speaker speaker_1: Z-I-Y-A-D.

Speaker speaker_0: And then, Z-A... Oh yeah.

Speaker speaker_1: Same spelling last name, Z-I-Y-A-D.

Speaker speaker_0: Okay, got it. Let me change that. We had that wrong. And then the social is 667-34-7571?

Speaker speaker_1: Hold on. Let me confirm that. I have it written down somewhere if you want. One second.

Speaker speaker_0: And then if you want, I'll just repeat it to you and then you can just confirm.

Speaker speaker_1: Okay, you can repeat it. 667-

Speaker speaker_0: 667, mm-hmm, 34-7571?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay, and then the birthday. I believe that's alu- I have, yeah, the birthday was wrong. It says 8- 1983.

Speaker speaker_1: No, March 20th, 2007.

Speaker speaker_0: March 20th, 2007?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Okay. That's all I needed from you, sir. So now you just have to wait. Let's see. So now you just have to wait one or two deductions for your staffing agency to start making the first deduction from your paycheck. Once you see the very first deduction of the 4243, that's when, um, the plans for dental, term life vision, your VIP standard group accident and the free RFs goes into effect.

Speaker speaker_1: Got you. Now one question-

Speaker speaker_0: Um, there is a-

Speaker speaker_1: Sorry, go forward.

Speaker speaker_0: Mm-hmm. Um, I was gonna tell you if you do for some reason experience a deduction of 3313, um, since we had to make these changes, I'm not sure if that's gonna be the first deduction that you see, but if you do, that's only for employee only. But I believe you shouldn't be seeing that one, but I would just be taking a look at your pay stubs 'cause once you see the first deduction of the 4243, that's when those plans go into effect that and then with your child as well. And then that following Monday-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... that first deduction is when you receive your card, either that Thursday or Friday. And I was gonna tell you that for your VIP standard plan, that plan, they normally don't mail out your card. So if you do need a physical medical card, you can just, um, give us a call and we can put in a request. But normally-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... that one they don't mail that out but we can also send it to you electronically, uh, just in case you're waiting on your card and you have, like, appointments coming up, we'll send them to you via email so you can have that too.

Speaker speaker_1: Um, I have a doctor's, I have a primary doctor already. Is this a, is this, the VIP standard, is it an HMO or PPO plan?

Speaker speaker_0: Uh, let me verify. So it's not a major medical plan, it's a limited. Um, it, you can, you don't require to be within a network as long as the provider takes that insurance. So I don't know if you want me to provide the contact number of the, the number that they direct you to to find providers. And you're welcome to ask if they're within network. But like I said, it doesn't require a network. The VIP standard-

Speaker speaker_1: Okay.

Speaker speaker_0: ... plan that you selected, it does not require you to only use their doctors and clinics. So you can be out of network and still use it as long as the provider is okay with taking that insurance.

Speaker speaker_1: And what is the, and what is the insurance company called so I can call my doctor, see if they accept it?

Speaker speaker_0: It is called APL. The carrier is American Public Life.

Speaker speaker_1: American Public Life. Okay.

Speaker speaker_0: Correct. And that's for, that's gonna be for your dental plan, for your medical plan which is your VIP standard, for your term life, and then let me see if it's for your group accident, I think it's for your group ad- and for your group a- oh, so for, technically all of your plans have the same carrier. The only one that doesn't is vision. Vision through MetLife.

Speaker speaker_1: Gotcha. Okay. Vision's MetLife, and everything else is what again? American?

Speaker speaker_0: Public Life.

Speaker speaker_1: Okay. Thank you very much. I really appreciate everything.

Speaker speaker_0: You're welcome. And then the free RS is just a membership so I, from here on, you just have to play the waiting game and wait on your first deduction to come out of your check. Then that following Monday, your plans become effective. And remember, if you want a physical medical card, you have to contact us and request it 'cause a lot of people wait on it and I think they forget when we tell them that they don't get that-

Speaker speaker_1: Got it.

Speaker speaker_0: ... incentive. They have to request it.

Speaker speaker_1: So as long as I get, I see the first deduction, I just need to call you guys for my card?

Speaker speaker_0: Correct. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: So if you see it on a Friday, don't call that Friday 'cause they're gonna tell you to call the following week, which is Monday.

Speaker speaker_1: Understood. Okay.

Speaker speaker_0: Mm-hmm. But you're all set.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: I appreciate it. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_4: Wait.