

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? Okay. I just started a job, um, a couple weeks ago with ISS and I signed up for the insurance, and this is the number they gave me to call about it. Okay. Um, I just need the last four of your Social. 5183. And then you said ISS. Do you mean Innovation Staff Solutions or N7A3? Yes. We call it... Yes. No, Innovative Staff Solution. I'm sorry. We call it ISS. It's okay. It's easier to say. That's okay. And then you said 5183, right? 5183, yes. And your first and last name, please. Michelle Luce. Michelle. Okay. Can you please verify your address and date of birth for security purposes? It's 202 South Main Street, Sandoval, Illinois. And it's, uh... And what else, did you need my birthdate? Mm-hmm. It's 5/21/73. Yeah. Thank you. And then I have 618-339-0914 as your phone number. Yeah. Is that up-to-date? And then I don't have an email on file. What would be a good email if you have one? It's michelle, it's spelled out like my name, Michelle, but it's Hobbs, H-O-B-B-S, 530 at Gmail. Okay. All right. Okay. So, I do see that you did enroll into a few plans, in the Insure Plus Basic for employee only. That's your medical plan, short-term disability for employee only, term life for employee only, vision for employee only, critical illness for employee only, group accident for employee only, and then the NEC, which is your preventative plan for employee only for a weekly deduction of \$41.62. So, you did enroll. However, they haven't done the first deduction from your paycheck yet. Once they do that first deduction of the \$41.62, the following Monday of that very first deduction is when the plans become effective. So, since they haven't- Okay. ... done that yet, you're still not active. Um, so they have to- Okay. ... do the first deduction for you to become active. Okay. I'm just worr- I'm just kind of worried because I take a lot of medicine. Mm-hmm. You know what I mean? So, I'm, uh... and then that's fine, they'll take it out this Friday. They'll take the first deduction out this Friday. So, it'll be the next... It'll be, uh, Monday when I can... The following Monday, correct. Yes. Mm-hmm. Yeah, so in the meantime, you're not active. So, do you guys send me cards and stuff? Yeah. So once they... you see that first deduction. So, if they do it this Friday, which is the 16th, that means by the 19th, you should have active coverage. And by that first week or second week, that Thursday or Friday, they send you your cards. So, you should be getting vision and then your NEC. And then for your medical, they normally don't mail that one out, which is your Insure Plus Basic. So, if you do want a physical card, once you become active, you can just call this number and we can request it for you. But you wouldn't have to be active for us to put in a request. So, you should be getting these cards first. I understand. Which is vision and your preventative. And if you have, like, an appointment coming up, once you become active, um, and actually need, like, your card, of course, we can email it to you. You can have it electronically while you wait on that card. Oh, that'd be perfect. That'd be perfect 'cause I do have an eye doctor's appointment coming up. I see the doctor quite often. That's why I'm, um, I really needed insurance. You know what I

mean? Okay. And I would be paying close attention to your pay stub to make sure that they do deduct it, because if they don't deduct it, you won't become active. So, it's very important that they do that. I understand. I gotcha. And we don't have really access of their payrolls. I gotcha. So, I wouldn't necessarily know when. Um, so it really just depends on them. And just keep in mind that... Just remind yourself that you do have to call to, uh, request those cards 'cause we don't just send them out to your email. You would have to call in and ask for them and be sent. Okay. Mm-hmm. Okay. Okay. That's a lot more information than she could give me. Yes, ma'am. So, if you have any- I appreciate it. You're welcome. And if you're, like, curious, if you become active, I would call Monday to see if you have become active and we'll just let you know over the phone. Okay. Yeah. Yeah. Okay. Okay. All right. That's all I needed to know. All right. Well, I hope you have a great day today. Thank you for your time and asking questions. Thank you. You too. We're open from 8:00 AM up until 8:00 PM, Monday through Friday, Eastern Time. Awesome. Okay. All right. Very well. Thank you. Thank you. 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: Okay. I just started a job, um, a couple weeks ago with ISS and I signed up for the insurance, and this is the number they gave me to call about it.

Speaker speaker_0: Okay. Um, I just need the last four of your Social.

Speaker speaker_1: 5183.

Speaker speaker_0: And then you said ISS. Do you mean Innovation Staff Solutions or N7A3?

Speaker speaker_1: Yes. We call it... Yes. No, Innovative Staff Solution. I'm sorry. We call it ISS.

Speaker speaker_0: It's okay.

Speaker speaker_1: It's easier to say.

Speaker speaker_0: That's okay. And then you said 5183, right?

Speaker speaker_1: 5183, yes.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Michelle Luce.

Speaker speaker_0: Michelle. Okay. Can you please verify your address and date of birth for security purposes?

Speaker speaker_1: It's 202 South Main Street, Sandoval, Illinois. And it's, uh... And what else, did you need my birthdate?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's 5/21/73.

Speaker speaker_0: Yeah. Thank you. And then I have 618-339-0914 as your phone number.

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that up-to-date? And then I don't have an email on file. What would be a good email if you have one?

Speaker speaker_1: It's michelle, it's spelled out like my name, Michelle, but it's Hobbs, H-O-B-B-S, 530 at Gmail.

Speaker speaker_0: Okay. All right. Okay. So, I do see that you did enroll into a few plans, in the Insure Plus Basic for employee only. That's your medical plan, short-term disability for employee only, term life for employee only, vision for employee only, critical illness for employee only, group accident for employee only, and then the NEC, which is your preventative plan for employee only for a weekly deduction of \$41.62. So, you did enroll. However, they haven't done the first deduction from your paycheck yet. Once they do that first deduction of the \$41.62, the following Monday of that very first deduction is when the plans become effective. So, since they haven't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... done that yet, you're still not active. Um, so they have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do the first deduction for you to become active.

Speaker speaker_1: Okay. I'm just worr- I'm just kind of worried because I take a lot of medicine.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You know what I mean? So, I'm, uh... and then that's fine, they'll take it out this Friday. They'll take the first deduction out this Friday. So, it'll be the next... It'll be, uh, Monday when I can...

Speaker speaker_0: The following Monday, correct.

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. Yeah, so in the meantime, you're not active.

Speaker speaker_1: So, do you guys send me cards and stuff?

Speaker speaker_0: Yeah. So once they... you see that first deduction. So, if they do it this Friday, which is the 16th, that means by the 19th, you should have active coverage. And by that first week or second week, that Thursday or Friday, they send you your cards. So, you should be getting vision and then your NEC. And then for your medical, they normally don't mail that one out, which is your Insure Plus Basic. So, if you do want a physical card, once

you become active, you can just call this number and we can request it for you. But you wouldn't have to be active for us to put in a request. So, you should be getting these cards first.

Speaker speaker_1: I understand.

Speaker speaker_0: Which is vision and your preventative. And if you have, like, an appointment coming up, once you become active, um, and actually need, like, your card, of course, we can email it to you. You can have it electronically while you wait on that card.

Speaker speaker_1: Oh, that'd be perfect. That'd be perfect 'cause I do have an eye doctor's appointment coming up. I see the doctor quite often. That's why I'm, um, I really needed insurance. You know what I mean?

Speaker speaker_0: Okay. And I would be paying close attention to your pay stub to make sure that they do deduct it, because if they don't deduct it, you won't become active. So, it's very important that they do that.

Speaker speaker_1: I understand. I gotcha.

Speaker speaker_0: And we don't have really access of their payrolls.

Speaker speaker_1: I gotcha.

Speaker speaker_0: So, I wouldn't necessarily know when. Um, so it really just depends on them. And just keep in mind that... Just remind yourself that you do have to call to, uh, request those cards 'cause we don't just send them out to your email. You would have to call in and ask for them and be sent.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Okay. That's a lot more information than she could give me.

Speaker speaker_0: Yes, ma'am. So, if you have any-

Speaker speaker_1: I appreciate it.

Speaker speaker_0: You're welcome. And if you're, like, curious, if you become active, I would call Monday to see if you have become active and we'll just let you know over the phone.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Yeah.

Speaker speaker_1: Okay. Okay. All right. That's all I needed to know.

Speaker speaker_0: All right. Well, I hope you have a great day today. Thank you for your time and asking questions.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: We're open from 8:00 AM up until 8:00 PM, Monday through Friday, Eastern Time.

Speaker speaker_1: Awesome. Okay. All right.

Speaker speaker_0: Very well.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.