

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? Hey, Stephanie. This is, um, Cynthia. I'm calling 'cause I received a mail from my, um, employee-um, employer. They... I guess we're transitioning to your guys's company, but whenever I try to register the account, it's asking me for a participant ID. What would that be? I'm sorry. You were kinda breaking up. Can you repeat that? Yeah, I got an email from my employer that, um, we're transitioning to your guys's company. Mm-hmm. Um, from the previous insurance that we had. It's just that whenever I try to enroll to your link to be able to see, um, like what's the benefits and what will be the coverage, it's asking me- Mm-hmm. ... for a participant ID. What would that be? I wouldn't be able to... Ooh. I'm not really sure what it means by that, but I can, um, email you the benefit guide with the plans that they offer with the deductions that would be for each of the plans. Okay. That would sound great. Um, I just need to get in your file. Since we do administrate different agencies around the nation, what's the name of the state agency? Um, it's, uh, for where the company's called Superior Skilled Trades. Okay. And then what are the last four of your social? 9385. Okay, for security- And I was thinking if that was my... Uh-huh. Mm-hmm. Can you please verify your address and date of birth? Yes, it's 15 West Hawk Street, Apartment, um, 405, Sheba, California 92409. And then what was that date of birth? Um, 9-3-79. Okay. And then I have kclose08@hotmail.com. Is that up-to-date? Yes, ma'am. Mm-hmm. Okay. And then is this a good phone number to reach you at? 979-48-8521? Yes, ma'am. 979-48-8521? Yes, ma'am. Okay. All right. So, it looks like right now you have a pending one, uh, for vision from Employee Plus Child, dental from Employee Plus Child, the VIP Classic is a medical plan from Employee Plus Child, Term Life from Employee Plus Child, and then the preventative plan from Employee Plus Child. So, it looks like those plans were rolled over, but I can email you the benefit guide just in case you wanna look at it to see what exactly you covered. Yes. Um, is that a good email to email it to you? Yes. This is, that's a good email. Okay. Let's see here. So, who do you guys go with? Um, is it like, um, a BlueShell? What is it? Or is this- Oh. So, is, depending on the plans that you have, so for vision, the carrier is MetLife. For dental, your VIP Classic and your Term Life plan, it's through American Public Life. Okay. And then your preventative plan is through 90 Degrees. 90 Degrees. Okay. Yeah, so you have different carriers for some of your plans in vision. Oh, okay. The preventative, and then dental, VIP Classic, and Term Life are the same carrier. Um, but I'm gonna go ahead and email that to you. Did you want me to write- Mm-hmm. ... as the one that you currently have, like pending? Y- yes. Yes. That would be great. Okay. All right, let me see. So, we're going to need some information about your eyes. Um, does it hurt to look at things up close? Like, for example, does it hurt to read these words? How about looking at pictures and stuff like that? Does it make you feel bad to look at pictures? So, a lot of the things we do is going to be non-invasive, non-invasive tests. And a

lot of our tests are going to be eye exams. Like, we're gonna... I'm gonna go ahead and ... Yeah. Wow. Sending you the thing. All right. You have... Yeah, okay. Uh, I'm gonna... Okay. You just stay... Just starting to... Okay. Sorry. Just a second. I think you want to do the participant. Oh. No, it says on participant. Oh. Um, can we pull the benefits together with cover? So, benefit coverage, right? Can you read it for me? Okay, ma'am. I went ahead and emailed that to your email. Um, can you please confirm that you received it? Yes. Give me one second. Um... Let me check in junk again 'cause that's how I was, I was able to find... And then if you don't see it right away, I would also check your spam and your junk file. Yeah. Just to confirm it's there. That's what I do all the time 'cause it's just like for some reason I'm, it likes to go there. And then I was gonna tell you that it looks like we're missing your, um, dependents' information. The child, we don't have it. Uh. So I have only, um, one dependent and it's, um, Angelique Benitez. Wait, give me one... Angelique. Haven't got it. Is that A-n-g-e-l-i-c? Q-u-e at the end. Uh-huh. So you were right all the way to the i and then it's, um, Q-u-e. Okay, thank you. And then what was that last name? Um, Benitez. B-e-n-i-t-e-z. I can't see this thing. Okay, I did receive it, I just need to move it because it's doing that again. And then what's their birthday? It's 9/4/2006. And then do you have, um, the child's social? If you don't, I can put zeros for now. Uh, let me see, if I have her social right here. Um, yes I do. It's, um, 619-61-9447. Okay, and then you said that's A-n-g-e-l-q-u-e? Uh-huh. Okay, thank you. All right. I have her information. And then did you want to go ahead and add a beneficiary? Um, it would be her. Okay. And then did you ever receive that email? Yes. I just, I just got it right now. Mm-hmm. Did you want me to go over any of the plans with you? Um, um, I could, I could go ahead and read 'em. And, um, if I have any questions, then can I call you back? Yes. So I just did wanna tell you that it looks like right now, you currently do have, um, like I said the VISION for Employee + Child, Dental for Employee + Child, VIP Classic for Employee + Child, Term Life for Employee + Child, and then the NEC which is that preventative plan. You get a weekly deduction of \$82.90 from your paycheck. So it's not- Mm-hmm. ... active yet, um, but let me give you your deadline date 'cause they do give you- Okay. ... a call and make any changes within, before that, um, kick, kicks in. So it looks like your deadline would be May the 21st. So if you did wanna like swap plans, you have 'til the, May 21st to do so. After the 21st- Yeah, the thing is that I need to, I need to call my employer 'cause I need to know what is the participant ID 'cause that's the only reason why I'm not able to like, to register the account because I already tried different things, so I don't know what, what was that. Okay. Um, yeah that would, you would probably have to reach out to them regarding that 'cause I don't have that information. Yeah, 'cause I tried my Social Security, I tried, I tried the batch number from my work, but it didn't work, so... Gotcha. Okay. I was gonna ask you, I see that, um, you guys have like the, like, whenever you get prescriptions, like you have coverage for that too? Yeah, so your plans, your medical plans have prescription benefits with them. The preventative one through Medimpact and then your VIP Classic would be through Pharmacoville. So you get two different carriers. Oh. Mm-hmm. Oh, nice. Okay. Thank you, ma'am. I really appreciate your help. You're welcome. And then like I said, just keep in mind, if you do wanna, let's say, like if you look over the guide and you're like, "Well, I kinda don't want this plan, and I want this one instead." Um, if you run as- across a situation like that, just keep in mind that your last day to do those changes, um, would be May 21st. After May 21st, you would have to wait for the next company open enrollment which is done in April. In April, okay. Mm-hmm. Sounds good, ma'am. Thank you. You're welcome. Have a good nice day. You too. 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: Hey, Stephanie. This is, um, Cynthia. I'm calling 'cause I received a mail from my, um, employee- um, employer. They... I guess we're transitioning to your guys's company, but whenever I try to register the account, it's asking me for a participant ID. What would that be?

Speaker speaker_0: I'm sorry. You were kinda breaking up. Can you repeat that?

Speaker speaker_1: Yeah, I got an email from my employer that, um, we're transitioning to your guys's company.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, from the previous insurance that we had. It's just that whenever I try to enroll to your link to be able to see, um, like what's the benefits and what will be the coverage, it's asking me-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... for a participant ID. What would that be?

Speaker speaker_0: I wouldn't be able to... Ooh. I'm not really sure what it means by that, but I can, um, email you the benefit guide with the plans that they offer with the deductions that would be for each of the plans.

Speaker speaker_1: Okay. That would sound great.

Speaker speaker_0: Um, I just need to get in your file. Since we do administrate different agencies around the nation, what's the name of the state agency?

Speaker speaker_1: Um, it's, uh, for where the company's called Superior Skilled Trades.

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

Speaker speaker_1: 9385.

Speaker speaker_0: Okay, for security-

Speaker speaker_1: And I was thinking if that was my...

Speaker speaker_0: Uh-huh. Mm-hmm. Can you please verify your address and date of birth?

Speaker speaker_1: Yes, it's 15 West Hawk Street, Apartment, um, 405, Sheba, California 92409.

Speaker speaker_0: And then what was that date of birth?

Speaker speaker_1: Um, 9-3-79.

Speaker speaker_0: Okay. And then I have kclose08@hotmail.com. Is that up-to-date?

Speaker speaker_1: Yes, ma'am. Mm-hmm.

Speaker speaker_0: Okay. And then is this a good phone number to reach you at? 979-48-8521?

Speaker speaker_1: Yes, ma'am. 979-48-8521? Yes, ma'am.

Speaker speaker_0: Okay. All right. So, it looks like right now you have a pending one, uh, for vision from Employee Plus Child, dental from Employee Plus Child, the VIP Classic is a medical plan from Employee Plus Child, Term Life from Employee Plus Child, and then the preventative plan from Employee Plus Child. So, it looks like those plans were rolled over, but I can email you the benefit guide just in case you wanna look at it to see what exactly you covered.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, is that a good email to email it to you?

Speaker speaker_1: Yes. This is, that's a good email.

Speaker speaker_0: Okay. Let's see here.

Speaker speaker_1: So, who do you guys go with? Um, is it like, um, a BlueShell? What is it? Or is this-

Speaker speaker_0: Oh. So, is, depending on the plans that you have, so for vision, the carrier is MetLife. For dental, your VIP Classic and your Term Life plan, it's through American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: And then your preventative plan is through 90 Degrees.

Speaker speaker_1: 90 Degrees. Okay.

Speaker speaker_0: Yeah, so you have different carriers for some of your plans in vision.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: The preventative, and then dental, VIP Classic, and Term Life are the same carrier. Um, but I'm gonna go ahead and email that to you. Did you want me to write-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... as the one that you currently have, like pending?

Speaker speaker_1: Y- yes. Yes. That would be great.

Speaker speaker_0: Okay. All right, let me see.

Speaker speaker_2: So, we're going to need some information about your eyes. Um, does it hurt to look at things up close? Like, for example, does it hurt to read these words? How about looking at pictures and stuff like that? Does it make you feel bad to look at pictures? So, a lot of the things we do is going to be non-invasive, non-invasive tests. And a lot of our tests are going to be eye exams. Like, we're gonna... I'm gonna go ahead and ... Yeah.

Speaker speaker_1: Wow.

Speaker speaker_2: Sending you the thing. All right. You have... Yeah, okay. Uh, I'm gonna... Okay. You just stay... Just starting to... Okay. Sorry. Just a second. I think you want to do the participant.

Speaker speaker_1: Oh. No, it says on participant.

Speaker speaker_2: Oh. Um, can we pull the benefits together with cover? So, benefit coverage, right? Can you read it for me?

Speaker speaker_0: Okay, ma'am. I went ahead and emailed that to your email. Um, can you please confirm that you received it?

Speaker speaker_1: Yes. Give me one second. Um... Let me check in junk again 'cause that's how I was, I was able to find...

Speaker speaker_0: And then if you don't see it right away, I would also check your spam and your junk file.

Speaker speaker_1: Yeah.

Speaker speaker_0: Just to confirm it's there.

Speaker speaker_1: That's what I do all the time 'cause it's just like for some reason I'm, it likes to go there.

Speaker speaker_0: And then I was gonna tell you that it looks like we're missing your, um, dependents' information. The child, we don't have it.

Speaker speaker_1: Uh. So I have only, um, one dependent and it's, um, Angelique Benitez.

Speaker speaker_0: Wait, give me one... Angelique.

Speaker speaker_1: Haven't got it.

Speaker speaker_0: Is that A-n-g-e-l-i-c?

Speaker speaker_1: Q-u-e at the end. Uh-huh. So you were right all the way to the i and then it's, um, Q-u-e.

Speaker speaker_0: Okay, thank you. And then what was that last name?

Speaker speaker_1: Um, Benitez. B-e-n-i-t-e-z.

Speaker speaker_0: I can't see this thing.

Speaker speaker_1: Okay, I did receive it, I just need to move it because it's doing that again.

Speaker speaker_0: And then what's their birthday?

Speaker speaker_1: It's 9/4/2006.

Speaker speaker_0: And then do you have, um, the child's social? If you don't, I can put zeros for now.

Speaker speaker_1: Uh, let me see, if I have her social right here. Um, yes I do. It's, um, 619-61-9447.

Speaker speaker_0: Okay, and then you said that's A-n-g-e-l-q-u-e?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay, thank you. All right. I have her information. And then did you want to go ahead and add a beneficiary?

Speaker speaker_1: Um, it would be her.

Speaker speaker_0: Okay. And then did you ever receive that email?

Speaker speaker_1: Yes. I just, I just got it right now. Mm-hmm.

Speaker speaker_0: Did you want me to go over any of the plans with you?

Speaker speaker_1: Um, um, I could, I could go ahead and read 'em. And, um, if I have any questions, then can I call you back?

Speaker speaker_0: Yes. So I just did wanna tell you that it looks like right now, you currently do have, um, like I said the VISION for Employee + Child, Dental for Employee + Child, VIP Classic for Employee + Child, Term Life for Employee + Child, and then the NEC which is that preventative plan. You get a weekly deduction of \$82.90 from your paycheck. So it's not-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... active yet, um, but let me give you your deadline date 'cause they do give you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a call and make any changes within, before that, um, kick, kicks in. So it looks like your deadline would be May the 21st. So if you did wanna like swap plans, you have 'til the, May 21st to do so. After the 21st-

Speaker speaker_1: Yeah, the thing is that I need to, I need to call my employer 'cause I need to know what is the participant ID 'cause that's the only reason why I'm not able to like, to register the account because I already tried different things, so I don't know what, what was that.

Speaker speaker_0: Okay. Um, yeah that would, you would probably have to reach out to them regarding that 'cause I don't have that information.

Speaker speaker_1: Yeah, 'cause I tried my Social Security, I tried, I tried the batch number from my work, but it didn't work, so...

Speaker speaker_0: Gotcha. Okay.

Speaker speaker_1: I was gonna ask you, I see that, um, you guys have like the, like, whenever you get prescriptions, like you have coverage for that too?

Speaker speaker_0: Yeah, so your plans, your medical plans have prescription benefits with them. The preventative one through Medimpact and then your VIP Classic would be through Pharmacoville. So you get two different carriers.

Speaker speaker_1: Oh. Mm-hmm. Oh, nice. Okay. Thank you, ma'am. I really appreciate your help.

Speaker speaker_0: You're welcome. And then like I said, just keep in mind, if you do wanna, let's say, like if you look over the guide and you're like, "Well, I kinda don't want this plan, and I want this one instead." Um, if you run as- across a situation like that, just keep in mind that your last day to do those changes, um, would be May 21st. After May 21st, you would have to wait for the next company open enrollment which is done in April.

Speaker speaker_1: In April, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Sounds good, ma'am. Thank you.

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

Speaker speaker_1: You too. Bye-bye.