

Transcript: Francesca

Baez-6003176140390400-5319762856853504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Francesca, how can I assist you today? Hi, um, I signed up for, um, medical and dental. I was wondering, like, do I receive like a, um, card or something in the mail, will it be emailed to me? I'll have to take a look and see which one of the plans that you're enrolled into. What staffing company are you with? I work for BG Staffing. What are the last four of your Social? 5027. 5027, correct? I'm sorry? 5027, correct? Yes. And what is your last name? Williams. Desiree Williams? Yes. Right, and then to make sure that I am in the right account, can you please verify your mailing address and your date of birth for me? 3191 Peachtree Drive, Southaven, Mississippi, zip code 38672. Birthday 10/29/2000. I have this phone number to reach you down as 901-799-5189. Yes. Let me show your email as first name, lesion@icloud.com. Yes. Let's see, okay, so the medical plan you selected is a BAP Classic, that will be with the same carrier as the dental which is American Public Life. Only thing being is specifically speaking those BAP plans, they don't get the physical card mailed out. They're actually going to send you a digital copy to the email that we have on file. If you did- Okay. ... want a hard copy, then once you become active give us a call during that week of activation so that we can submit a mail order. But the dental one will be sent to you Friday of that activation week will be when they send it out. Okay. Um, so it will be sent out tomorrow? No, ma'am. Your benefits were processed yesterday for your enrollment. Okay. All enrollments take one to two weeks for your employer to start making those deductions and then when you see that first deduction, following Monday coverage will become effective. Okay. Okay, thank you. No problem. Was there anything else we can assist you with today? No. I hope you have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card, my name is Francesca, how can I assist you today?

Speaker speaker_2: Hi, um, I signed up for, um, medical and dental. I was wondering, like, do I receive like a, um, card or something in the mail, will it be emailed to me?

Speaker speaker_1: I'll have to take a look and see which one of the plans that you're enrolled into. What staffing company are you with?

Speaker speaker_2: I work for BG Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 5027.

Speaker speaker_1: 5027, correct?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: 5027, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: And what is your last name?

Speaker speaker_2: Williams.

Speaker speaker_1: Desiree Williams?

Speaker speaker_2: Yes.

Speaker speaker_1: Right, and then to make sure that I am in the right account, can you please verify your mailing address and your date of birth for me?

Speaker speaker_2: 3191 Peachtree Drive, Southaven, Mississippi, zip code 38672. Birthday 10/29/2000.

Speaker speaker_1: I have this phone number to reach you down as 901-799-5189.

Speaker speaker_2: Yes.

Speaker speaker_1: Let me show your email as first name, lesion@icloud.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see, okay, so the medical plan you selected is a BAP Classic, that will be with the same carrier as the dental which is American Public Life. Only thing being is specifically speaking those BAP plans, they don't get the physical card mailed out. They're actually going to send you a digital copy to the email that we have on file. If you did-

Speaker speaker_2: Okay.

Speaker speaker_1: ... want a hard copy, then once you become active give us a call during that week of activation so that we can submit a mail order. But the dental one will be sent to you Friday of that activation week will be when they send it out.

Speaker speaker_2: Okay. Um, so it will be sent out tomorrow?

Speaker speaker_1: No, ma'am. Your benefits were processed yesterday for your enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: All enrollments take one to two weeks for your employer to start making those deductions and then when you see that first deduction, following Monday coverage will become effective.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: No problem. Was there anything else we can assist you with today?

Speaker speaker_2: No.

Speaker speaker_1: I hope you have a wonderful rest of your day.