

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, there. I need to sign up for my benefits. Okay. What's the staffing agency you work for? T- TRC. And the last four of your Social? 6153. And what was your first and last name? Flora Alvarado. And for security purposes, can you verify the home address, including city, state and zip code? 51 Bellevue Drive, Number 38, Cartersville, Georgia, 30120. And confirm your date of birth? March 4th, 1982. And a good telephone number have as 770-633-6959? Yes. And the email have as flor_dmvazquez@gmail? Yes. Okay. Now, did you have an idea of what you wanted to be enrolled into, or no? Uh, yes, the MVPHD. So you want to be enrolled into the MVP Plan? Yes. Okay. Um, so let's see here. So, what I'll have to do, I'll have to email my back office, have, let them know that you're wanting to be enrolled into the MVP Plan. And then, once I do receive word back from my back office regarding a start date, I can give you a call back. Um, did you want any other benefits that was offered through TRC Staffing, or just the MVP Plan? Mm-hmm. Yes. Um, today's the deadline, so is that gonna be a problem if... 'Cause I work tonight, so I might fall asleep. Um, no, ma'am. There is no history- Oh. ... so you did call. Um, so I'll go ahead and notate the file and let them know that you were interested in the MVP Plan. And since, uh... when- once I email my back office, they'll, uh, confirm eligibility with TRC. And then, once I've received word back from my back office, I'll give you a call back, letting you know a start date. Okay. Um, I wanted to do the, the dental, um... well, actually, all of them. The disability, the life division, uh, critical illness, accident. What is, is the IDEX for, like, um, identity theft, right? Correct. Okay. And then, the FreeRx? And then the virtual? Uh, yes, so FreeRx, and then Virtual Primary Care? Mm-hmm. That's like a, like you can just call a doctor and see them via, like, the phone, or... Correct, like video chat. Yes, ma'am. Okay. And then the beha- uh, behavioral health. And did you want ID experts as well? Yes. Okay. So just to confirm, we have the FreeRx, uh, the Virtual Primary Care, uh, dental, short-term disability, term life, uh, vision, critical illness, group accident, behavioral health and ID experts all for employee only. Correct? Yes. Okay, so doing all of those would make your total deductions \$31.39, uh, for, through TRC Staffing regarding those additional benefit options. Um, but like I said, I'll reach out to my back office to confirm a start date for the MVP Plan, um, but do you authorize TRC Staffing to make that \$31.39 deduction for you? Yes. Okay. Um, now I do want to let you know that this pending enrollment right here will take one to two weeks to go through. Then, whenever you witness that first payroll reduction of the \$31.39 come off your paycheck, coverage begins the Monday we receive that deduction from TRC Staffing. Seven to 10 business days later, you'll receive your physical and policy... ID cards and policy information in the mail. Um, however, who do you want to put down as your beneficiary for the term life? Uh, Lizbet Alvarado. Can you spell the first name for me? L-I-Z-B-E-T. I'm sorry, her

last name is Ramos now. R-A-M-O-S. Ramos, okay. And the relationship to her... Sister. Sister. Okay. Okay. So like I said, I'll reach out to my back office, confirm eligibility with them, with TRC Staffing. And then, once I do receive word back from my back office regarding that MVP enrollment for you, I'll give you a call back. Okay, Flor? Thank you so much. You're welcome. You have a great day, okay? You too. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, there. I need to sign up for my benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: T- TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6153.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Flora Alvarado.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 51 Bellevue Drive, Number 38, Cartersville, Georgia, 30120.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: March 4th, 1982.

Speaker speaker_1: And a good telephone number have as 770-633-6959?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have as flor_dmvazquez@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into, or no?

Speaker speaker_2: Uh, yes, the MVPHD.

Speaker speaker_1: So you want to be enrolled into the MVP Plan?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so let's see here. So, what I'll have to do, I'll have to email my back office, have, let them know that you're wanting to be enrolled into the MVP Plan. And then, once I do receive word back from my back office regarding a start date, I can give you a call back. Um, did you want any other benefits that was offered through TRC Staffing, or just the MVP Plan?

Speaker speaker_2: Mm-hmm. Yes. Um, today's the deadline, so is that gonna be a problem if... 'Cause I work tonight, so I might fall asleep.

Speaker speaker_1: Um, no, ma'am. There is no history-

Speaker speaker_2: Oh.

Speaker speaker_1: ... so you did call. Um, so I'll go ahead and notate the file and let them know that you were interested in the MVP Plan. And since, uh... when- once I email my back office, they'll, uh, confirm eligibility with TRC. And then, once I've received word back from my back office, I'll give you a call back, letting you know a start date.

Speaker speaker_2: Okay. Um, I wanted to do the, the dental, um... well, actually, all of them. The disability, the life division, uh, critical illness, accident. What is, is the IDEX for, like, um, identity theft, right?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. And then, the FreeRx? And then the virtual?

Speaker speaker_1: Uh, yes, so FreeRx, and then Virtual Primary Care?

Speaker speaker_2: Mm-hmm. That's like a, like you can just call a doctor and see them via, like, the phone, or...

Speaker speaker_1: Correct, like video chat. Yes, ma'am.

Speaker speaker_2: Okay. And then the beha- uh, behavioral health.

Speaker speaker_1: And did you want ID experts as well?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So just to confirm, we have the FreeRx, uh, the Virtual Primary Care, uh, dental, short-term disability, term life, uh, vision, critical illness, group accident, behavioral health and ID experts all for employee only. Correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so doing all of those would make your total deductions \$31.39, uh, for, through TRC Staffing regarding those additional benefit options. Um, but like I said, I'll reach out to my back office to confirm a start date for the MVP Plan, um, but do you authorize TRC Staffing to make that \$31.39 deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, now I do want to let you know that this pending enrollment right here will take one to two weeks to go through. Then, whenever you witness that first payroll reduction of the \$31.39 come off your paycheck, coverage begins the Monday we receive that deduction from TRC Staffing. Seven to 10 business days later, you'll receive your physical and policy... ID cards and policy information in the mail. Um, however, who do you want to put down as your beneficiary for the term life?

Speaker speaker_2: Uh, Lizbet Alvarado.

Speaker speaker_1: Can you spell the first name for me?

Speaker speaker_2: L-I-Z-B-E-T. I'm sorry, her last name is Ramos now. R-A-M-O-S.

Speaker speaker_1: Ramos, okay. And the relationship to her...

Speaker speaker_2: Sister.

Speaker speaker_1: Sister. Okay. Okay. So like I said, I'll reach out to my back office, confirm eligibility with them, with TRC Staffing. And then, once I do receive word back from my back office regarding that MVP enrollment for you, I'll give you a call back. Okay, Flor?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.