

Transcript: Justin

Mills-4740007058259968-5261036184715264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. I had just gotten call a few days ago. I'm sorry I res- I'm responding now. Mm-hmm. Um, they... Someone called saying that I applied for, um, insurance, but I was opt out or something like that. I can give you my name and, uh, we can go from there. Yeah. Who's the staffing agency you work for? Um, I was working for, um, Liberty. Was that an assignment or was that staffing agent? BG Staffing. Liberty Staffing. Let me check if that's on my OASIS list. Bear with me one second. No, no. B-B- BSG. I think it's BSG. I'm sorry. It's BSGF ... Something like that. Okay, so BG Staffing? Yes. ... As the surname Staffing. Okay. Last name, okay. It's 3230. And what was your first and last name again? Evelyn Hawkins. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Evelyn? It's 4422 Johnson-Oiler Road. That's Charlotte, North Carolina, 28269. And confirm your date of birth. 8/13/1970. And a good telephone number have is 980-240-7078. Yes. And the email have is evelynvelezpr4670 at Gmail or Yahoo? It's Yahoo, yes. Okay. Um, so yeah, so looking at no history, I do see there was an outbound call to you regarding a, uh, enrollment form we received from BG Staffing. Um, you elected coverage- Mm-hmm. ... but you also chose not to participate. So I'm just... So w- they were just reaching out confirming- Yeah. Yeah. ... what you wanted to do. I do. I do want coverage. Okay. You do want to enroll? Yes. Okay. So let's see here. For the virtual primary care for employee only, correct? Yes. Okay. Did you wanna add anything else to the coverage or just that one? Um, is there anything else I can... Le- Can you tell me what other... What else I can include? Um, yeah. So they do have a range of medical plans. Um, preventative healthcare services at \$15.65. Then they have hospital, doctor and medication coverage ranging from \$16.78 to \$29.74. And then they do offer other things like dental, uh, short-term disability, term life which is life insurance, vision, critical illness, group accident and behavior health. There's so much. There's so much to choose from. Um, okay. Now- I'll just have like the basic. Now I can email you a copy of a benefit guide if you wanna look something over before making that final decision. That would be awesome. Thank you. Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay. And I do know that your personal open enrollment period is 30 days from your first paycheck with BG Staffing. Okay. That's fine. Okay. Um, well, was there anything else I could help you out with today, Evelyn? No, you covered everything. Thank you so much. You're welcome. You have a great day, okay? You as well. Bye-bye. Thanks.

Conversation Format

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

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

Speaker speaker_2: Hi, Justin. I had just gotten call a few days ago. I'm sorry I res- I'm responding now.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, they... Someone called saying that I applied for, um, insurance, but I was opt out or something like that. I can give you my name and, uh, we can go from there.

Speaker speaker_1: Yeah. Who's the staffing agency you work for?

Speaker speaker_2: Um, I was working for, um, Liberty.

Speaker speaker_1: Was that an assignment or was that staffing agent?

Speaker speaker_2: BG Staffing. Liberty Staffing.

Speaker speaker_1: Let me check if that's on my OASIS list. Bear with me one second.

Speaker speaker_2: No, no. B- B- BSG. I think it's BSG. I'm sorry. It's BSGF ... Something like that.

Speaker speaker_1: Okay, so BG Staffing?

Speaker speaker_2: Yes. ... As the surname Staffing.

Speaker speaker_1: Okay. Last name, okay.

Speaker speaker_2: It's 3230.

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

Speaker speaker_2: Evelyn Hawkins.

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

Speaker speaker_2: It's 4422 Johnson-Oiler Road. That's Charlotte, North Carolina, 28269.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 8/13/1970.

Speaker speaker_1: And a good telephone number have is 980-240-7078.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email have is evelynvelezpr4670 at Gmail or Yahoo?

Speaker speaker_2: It's Yahoo, yes.

Speaker speaker_1: Okay. Um, so yeah, so looking at no history, I do see there was an outbound call to you regarding a, uh, enrollment form we received from BG Staffing. Um, you elected coverage-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... but you also chose not to participate. So I'm just... So w- they were just reaching out confirming-

Speaker speaker_2: Yeah. Yeah. ... what you wanted to do. I do. I do want coverage.

Speaker speaker_1: Okay. You do want to enroll?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. For the virtual primary care for employee only, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Did you wanna add anything else to the coverage or just that one?

Speaker speaker_2: Um, is there anything else I can... Le- Can you tell me what other... What else I can include?

Speaker speaker_1: Um, yeah. So they do have a range of medical plans. Um, preventative healthcare services at \$15.65. Then they have hospital, doctor and medication coverage ranging from \$16.78 to \$29.74. And then they do offer other things like dental, uh, short-term disability, term life which is life insurance, vision, critical illness, group accident and behavior health.

Speaker speaker_2: There's so much. There's so much to choose from. Um, okay.

Speaker speaker_1: Now-

Speaker speaker_2: I'll just have like the basic.

Speaker speaker_1: Now I can email you a copy of a benefit guide if you wanna look something over before making that final decision.

Speaker speaker_2: That would be awesome. Thank you.

Speaker speaker_1: Okay. Um, so I'll go ahead and email you a copy of the benefit guide. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And I do know that your personal open enrollment period is 30 days from your first paycheck with BG Staffing.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Okay. Um, well, was there anything else I could help you out with today, Evelyn?

Speaker speaker_2: No, you covered everything. Thank you so much.

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

Speaker speaker_2: You as well. Bye-bye.

Speaker speaker_1: Thanks.