

## **Transcript: Justin**

**Mills-4786260486569984-5384022123003904**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, hey, Justin. My name is Chris, uh, Negron, and I was calling 'cause, um, I... it's... I have received a text saying that I needed to call you guys. Um, do you mind reading out that text message for me please? Sure, sure. Just give me one moment. Okay. It says, "Chris, did you know you can reinstate your prior benefits through, um, BG Staffing? Call Benefits in a Card." And I just did, the number that they gave me. Yes, that... yes. So I didn't know if you... Continue. Did you, did you want my number? 'Cause I got my card not that long ago, um, be- Um, let's see here. Let me try pulling your file and see what's going on. Um, but that text message you received- Okay. ... was just a courtesy reminder from BG Staffing, letting you know that you're, you can reinstate the coverage that you had before with them. Um, but let me pull your file and see what actually is going on. What's the last four of your Social? Okay. It's, um, 7461. I had to say the whole thing. And for security purposes, could you verify your home address, including city, state and zip code, Chris? Yes. It's 3036 Old Mountain Road, Trinity, North Carolina. And confirm your date of birth. 2/9/65. And a good telephone number I have is 307-8450? Correct. And the email I have negronka1244@yahoo? Yep. Okay. So let's see here. So, yes. So the reason why you received that text message was just a courtesy reminder from BG, letting you know you can reinstate the same coverage you had before with them. However, did you take a break with BG Staffing by any chance? I did, I did. I worked for them for... I worked with them, and then stopped, and then, um, worked for them again for a couple weeks and then stopped. But this, this, uh, position that I'm at looks like it could be a little bit long term. You know what I'm saying? Okay, um- Um, I don't think they're really hiring. Um, so... Totally understand. Um, so yeah, so that's the reason why you received that message, was because, um, the coverage was enrolled into COBRA. So you can reinstate the coverage since you're back with BG Staffing. Um, I can process the reinstatement if need be. Yeah, that's fine. Okay, so let's see here. So you had the, so you had dental, vision, and the VIP Classic, which was your medical plan. So let's see here, dental and vision. So your total deductions would be \$23.92 per week. Do you authorize BG Staffing to make that deduction for you? Yes. Okay, so let me go ahead and save that. Now, I do want to let you know that there is a pending enrollment process. That does take one to two weeks to go through. And then whenever you witness your first payroll deduction, of the \$23.92 come off your paycheck, coverage usually begins that following Monday. Okay? Okay. Okay. And I do have a quick question. These cards that I have, are they still good or should I... Yes. So they are still good. ... like, I just got them. Yeah. So they are still good. You do have the same policy numbers and everything. Um, just like I said, once that deduction is received by us, you will become active in the coverage again and you can still use the same ID cards. Okay. Okay, and one more question. Mm-hmm. So let's say if I did need to go to the doctor's, do you

guys, um, have a certain person or- Um- ... or do you guys have, um... Yeah. So I- ... like a... ... do have a telephone number, uh, to provide you if you're looking for medical providers that will accept the insurance. Um, when you do call them- Yes. ... just provide them with your ZIP code and they can provide that information to you. Okay. Okay, let me grab my scanner here. Okay. Okay, what's that number? Okay, so the company is called MultiPlan. MultiPlan? Yes. And- Okay, okay. ... their telephone number is 800-457- 457- ... 1403. Okay. Okay, perfect. Okay. That's it. Was there anything else I can help you out with today, Chris? Nope, that's it. Awesome. Well, you have a wonderful day, okay? All right. You as well. Thank you. You're welcome. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Um, hey, Justin. My name is Chris, uh, Negron, and I was calling 'cause, um, I... it's... I have received a text saying that I needed to call you guys.

Speaker speaker\_0: Um, do you mind reading out that text message for me please?

Speaker speaker\_1: Sure, sure. Just give me one moment.

Speaker speaker\_0: Okay.

Speaker speaker\_1: It says, "Chris, did you know you can reinstate your prior benefits through, um, BG Staffing? Call Benefits in a Card." And I just did, the number that they gave me.

Speaker speaker\_0: Yes, that... yes.

Speaker speaker\_1: So I didn't know if you...

Speaker speaker\_0: Continue.

Speaker speaker\_1: Did you, did you want my number? 'Cause I got my card not that long ago, um, be-

Speaker speaker\_0: Um, let's see here. Let me try pulling your file and see what's going on. Um, but that text message you received-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... was just a courtesy reminder from BG Staffing, letting you know that you're, you can reinstate the coverage that you had before with them. Um, but let me pull your file and see what actually is going on. What's the last four of your Social?

Speaker speaker\_1: Okay. It's, um, 7461. I had to say the whole thing.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Chris?

Speaker speaker\_1: Yes. It's 3036 Old Mountain Road, Trinity, North Carolina.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 2/9/65.

Speaker speaker\_0: And a good telephone number I have is 307-8450?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have negronka1244@yahoo?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. So let's see here. So, yes. So the reason why you received that text message was just a courtesy reminder from BG, letting you know you can reinstate the same coverage you had before with them. However, did you take a break with BG Staffing by any chance?

Speaker speaker\_1: I did, I did. I worked for them for... I worked with them, and then stopped, and then, um, worked for them again for a couple weeks and then stopped. But this, this, uh, position that I'm at looks like it could be a little bit long term. You know what I'm saying?

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: Um, I don't think they're really hiring. Um, so...

Speaker speaker\_0: Totally understand. Um, so yeah, so that's the reason why you received that message, was because, um, the coverage was enrolled into COBRA. So you can reinstate the coverage since you're back with BG Staffing. Um, I can process the reinstatement if need be.

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Okay, so let's see here. So you had the, so you had dental, vision, and the VIP Classic, which was your medical plan. So let's see here, dental and vision. So your total deductions would be \$23.92 per week. Do you authorize BG Staffing to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let me go ahead and save that. Now, I do want to let you know that there is a pending enrollment process. That does take one to two weeks to go through. And then whenever you witness your first payroll deduction, of the \$23.92 come off your paycheck, coverage usually begins that following Monday. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I do have a quick question. These cards that I have, are they still good or should I...

Speaker speaker\_0: Yes. So they are still good.

Speaker speaker\_1: ... like, I just got them.

Speaker speaker\_0: Yeah. So they are still good. You do have the same policy numbers and everything. Um, just like I said, once that deduction is received by us, you will become active in the coverage again and you can still use the same ID cards.

Speaker speaker\_1: Okay. Okay, and one more question.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So let's say if I did need to go to the doctor's, do you guys, um, have a certain person or-

Speaker speaker\_0: Um-

Speaker speaker\_1: ... or do you guys have, um...

Speaker speaker\_0: Yeah. So I-

Speaker speaker\_1: ... like a...

Speaker speaker\_0: ... do have a telephone number, uh, to provide you if you're looking for medical providers that will accept the insurance. Um, when you do call them-

Speaker speaker\_1: Yes.

Speaker speaker\_0: ... just provide them with your ZIP code and they can provide that information to you.

Speaker speaker\_1: Okay. Okay, let me grab my scanner here.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, what's that number?

Speaker speaker\_0: Okay, so the company is called MultiPlan.

Speaker speaker\_1: MultiPlan?

Speaker speaker\_0: Yes. And-

Speaker speaker\_1: Okay, okay.

Speaker speaker\_0: ... their telephone number is 800-457-

Speaker speaker\_1: 457-

Speaker speaker\_0: ... 1403.

Speaker speaker\_1: Okay. Okay, perfect. Okay. That's it.

Speaker speaker\_0: Was there anything else I can help you out with today, Chris?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right. You as well. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye-bye.