

Transcript: Justin

Mills-4885046927998976-5361044698087424

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, Justin, um, I'm an SST or superior skilled trades employee. Um, I got a text message last week, um, in reference to, uh, SST changing over to, uh, Benefits in a Card. And, uh, I did not get an email from my company explaining what this change meant for my current insurance. Um, the only information that text message gave was to call this number or visit their website. Um, so I visited the website. I could... All I see are, like, the three available plans, right? So I don't know what that means for me, a current employee with their old insurance, you know? Can you explain that to me? Yeah. Um, so us at Benefits in a Card, we're the new benefit administrators for your employer, um, Skilled Trade Services. Um, we just became clients with them not too long ago. Um, however, let me try- Okay. ... pulling your file to see if you do have a pending enrollment and, if so, I can break things down for you. Um- Okay. So Skilled Trade Services, what's the last four of your social? Uh, it's Superior Skilled Trades is the company. Superior Skilled Trades. My apologies. Yeah. Yeah, that's okay. Uh, last four of my social is 2860. And your first and last name? Zachary Jewell. And for security purposes, could you verify your home address, including city, state and zip code, Zachary? 5341 Tallow Wood Terrace, Katy, Texas 77493. And your date of birth? August 10th, 1988. And a good telephone number has 346-564-2203. Yes. That's correct. And the email address is zack@176customs.com? Mm-hmm. Yes, sir. Okay. Um, so yes. So looking at the file, it looks like you have a future request sent for enrollment for the- for dental, um, the VIP Classic, which covers hospitals, doctors and medications, term life, and the MEC standalone, which covers preventative- Oh. ... healthcare services, like your physicals, diabetes screenings, vaccinations, stuff like that, all for employee plus child. Okay. However, did- did you ... Is there any way- ... receive- ... that I can change that to the VIP Medical for employee and child? Um, so you already do have the VIP Classic for employee plus child. That is the VIP plan. Or did you wanna switch over to- No, I- ... the VIP Pro? Um, just the... What I saw was the MEC, right? And then- Mm-hmm. ... there's the VIP and I- I guess the VIP is the middle grade plan. Uh, and then you have the Pro is the- the highest, right? Yes, sir. So both VIP plans cover hospitals, doctors and medications. It's just the- Yeah. ... VIP Pro is the highest tier that's offered. Yes, sir. Okay. I would like to just stick with the VIP Classic then. I just wanted to make sure that I had that in instead of just the basic MEC. Okay. Um, so yeah. So I do see the MEC standalone as well as the VIP Classic for both of your medical plans. However, looking at the file, I'm not seeing dependent information down, so I need to add your child to the coverage. Okay. Okay. And what's your child's first and last name? First name is Phoenix, and last name is Jewell, J-E-W-E-L-L. And do you have their social by any chance? Uh, let me see. I don't have it on me. Um, it would be- it would be at home. Um, let's see. Okay, no worries. Um, so I can put in all zeroes- All right. ... for now as a placeholder. Um, but when

you do have the social, you can just give us a call back to add it to the coverage. Okay. Okay. And what's- Yeah. ... Phoenix's date of birth? May 1st, 2024. 2024. Okay. And is there another dependent that needs to be added or no? No. Just that's it. Okay. And for your term life, which is the life insurance policy, who do you want to put down as your beneficiary? Uh, Mercela, M-E-R-C-E-L-A, Boglino, B-O-G-L-I-N-O. And the relationship to Mercela? That is, we- we're not legally married, but we've been together and lived together for years. So, um, a spouse, partner, domestic partner, whatever you wanna call it. Okay. Let's see here. So I went ahead and updated the term or the beneficiary, and as well as added Phoenix as the dependent. But like I said, once you do have a social, just give us a call back so we can- Mm-hmm. ... complete the, uh, coverage for them. Um, other than that, is there- Okay. ... anything else I can assist you with today, Zachary? Um, let's see. For the new medical cards, um, can I get those sent to a different, uh, a mailing address instead of the home address? Um, yes. What's the new mailing address? It's 1518 Barton, B-A-R-T-O-N, Springs Road, Trailer 63, T-R-A-I-L-E-R 63. And that is in Austin, Texas 78704. Let's see. So 1518 Barton Springs Road, Trailer 63, Austin, Texas 78704? Yes. Okay. So I went ahead and updated that for you. Is there anything else I can assist you with today, Zachary? Um, no, sir. That's all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Well, you too. Thank you. All right. 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: Uh, Justin, um, I'm an SST or superior skilled trades employee. Um, I got a text message last week, um, in reference to, uh, SST changing over to, uh, Benefits in a Card. And, uh, I did not get an email from my company explaining what this change meant for my current insurance. Um, the only information that text message gave was to call this number or visit their website. Um, so I visited the website. I could... All I see are, like, the three available plans, right? So I don't know what that means for me, a current employee with their old insurance, you know? Can you explain that to me?

Speaker speaker_0: Yeah. Um, so us at Benefits in a Card, we're the new benefit administrators for your employer, um, Skilled Trade Services. Um, we just became clients with them not too long ago. Um, however, let me try-

Speaker speaker_1: Okay.

Speaker speaker_0: ... pulling your file to see if you do have a pending enrollment and, if so, I can break things down for you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: So Skilled Trade Services, what's the last four of your social?

Speaker speaker_1: Uh, it's Superior Skilled Trades is the company.

Speaker speaker_0: Superior Skilled Trades. My apologies.

Speaker speaker_1: Yeah. Yeah, that's okay. Uh, last four of my social is 2860.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Zachary Jewell.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Zachary?

Speaker speaker_1: 5341 Tallow Wood Terrace, Katy, Texas 77493.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 10th, 1988.

Speaker speaker_0: And a good telephone number has 346-564-2203.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: And the email address is zack@176customs.com?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_0: Okay. Um, so yes. So looking at the file, it looks like you have a future request sent for enrollment for the- for dental, um, the VIP Classic, which covers hospitals, doctors and medications, term life, and the MEC standalone, which covers preventative-

Speaker speaker_1: Oh.

Speaker speaker_0: ... healthcare services, like your physicals, diabetes screenings, vaccinations, stuff like that, all for employee plus child.

Speaker speaker_1: Okay.

Speaker speaker_0: However, did- did you

Speaker speaker_2: ... Is there any way-

Speaker speaker_0: ... receive-

Speaker speaker_2: ... that I can change that to the VIP Medical for employee and child?

Speaker speaker_0: Um, so you already do have the VIP Classic for employee plus child. That is the VIP plan. Or did you wanna switch over to-

Speaker speaker_2: No, I-

Speaker speaker_0: ... the VIP Pro?

Speaker speaker_1: Um, just the... What I saw was the MEC, right? And then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... there's the VIP and I- I guess the VIP is the middle grade plan. Uh, and then you have the Pro is the- the highest, right?

Speaker speaker_0: Yes, sir. So both VIP plans cover hospitals, doctors and medications. It's just the-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... VIP Pro is the highest tier that's offered. Yes, sir.

Speaker speaker_1: Okay. I would like to just stick with the VIP Classic then. I just wanted to make sure that I had that in instead of just the basic MEC.

Speaker speaker_0: Okay. Um, so yeah. So I do see the MEC standalone as well as the VIP Classic for both of your medical plans. However, looking at the file, I'm not seeing dependent information down, so I need to add your child to the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And what's your child's first and last name?

Speaker speaker_1: First name is Phoenix, and last name is Jewell, J-E-W-E-L-L.

Speaker speaker_0: And do you have their social by any chance?

Speaker speaker_1: Uh, let me see. I don't have it on me. Um, it would be- it would be at home. Um, let's see.

Speaker speaker_0: Okay, no worries. Um, so I can put in all zeroes-

Speaker speaker_1: All right.

Speaker speaker_0: ... for now as a placeholder. Um, but when you do have the social, you can just give us a call back to add it to the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And what's-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Phoenix's date of birth?

Speaker speaker_1: May 1st, 2024.

Speaker speaker_0: 2024. Okay. And is there another dependent that needs to be added or no?

Speaker speaker_1: No. Just that's it.

Speaker speaker_0: Okay. And for your term life, which is the life insurance policy, who do you want to put down as your beneficiary?

Speaker speaker_1: Uh, Mercela, M-E-R-C-E-L-A, Boglino, B-O-G-L-I-N-O.

Speaker speaker_0: And the relationship to Mercela?

Speaker speaker_1: That is, we- we're not legally married, but we've been together and lived together for years. So, um, a spouse, partner, domestic partner, whatever you wanna call it.

Speaker speaker_0: Okay. Let's see here. So I went ahead and updated the term or the beneficiary, and as well as added Phoenix as the dependent. But like I said, once you do have a social, just give us a call back so we can-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... complete the, uh, coverage for them. Um, other than that, is there-

Speaker speaker_1: Okay.

Speaker speaker_0: ... anything else I can assist you with today, Zachary?

Speaker speaker_1: Um, let's see. For the new medical cards, um, can I get those sent to a different, uh, a mailing address instead of the home address?

Speaker speaker_0: Um, yes. What's the new mailing address?

Speaker speaker_1: It's 1518 Barton, B-A-R-T-O-N, Springs Road, Trailer 63, T-R-A-I-L-E-R 63. And that is in Austin, Texas 78704.

Speaker speaker_0: Let's see. So 1518 Barton Springs Road, Trailer 63, Austin, Texas 78704?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I went ahead and updated that for you. Is there anything else I can assist you with today, Zachary?

Speaker speaker_1: Um, no, sir. That's all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: Well, you too. Thank you.

Speaker speaker_0: All right. Bye-bye.