Transcript: Justin Mills-4988683146444800-5679022836498432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. It's Alicia at APL. How are you doing today? I'm doing okay, and yourself? I'm doing well. Thank you for asking. I have a Mr. Eric Thomas on the line. Last four of Social is 3827... and he's with BG Staffing. Okay. He's wanting to add a person on his policy. Like a spouse or a dependent? I didn't ask. I do apologize. No worries. Um, yeah, you can put your credit card number over. All right. Thank you, Justin. One moment, let me get him on the line. I hope you have a great day. I hope you do the same, okay? Thank you. One moment. Okay. Mr. Thomas, thank you for your patience. I do have Justin on the line with Benefits in a Card. He will assist you with, um, that adding a dependent. You have a wonderful day. Sounds good. Thank you. Good morning, Eric. How are you doing this morning? I'm doing ■lright. How are you doing? Doing pretty well. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick? Okay. 4217 4th Street, Baton Rouge, Louisiana 70811. Apartment 32 ■- And confirm your date of birth? Hmm? And confirm your date of birth? 06/14/1982. And a good telephone number I have for you is 318-709-0435. As well. And the email I have eric.thomas.et22@gmail? Correct. Okay, so let's see here. Um, when did you start with BG Staffing? Um... like three months now. Okay, so around August 16th is around when you received your first paycheck from them? Mm-hmm. Okay, so I do know that you have 30 days from that date to make changes or enroll into benefits. Um, you do have, uh... We're outside of that personal open enrollment period right now, so unfortunately, I wouldn't be able to add your, any dependents to the coverage unless you were in BG Staffing's next open enrollment period or if you experienced a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Hmm. She just lost her coverage, so... Okay, so she did lose her coverage. Is that correct? Mm-hmm. Okay, so what I can do, I can email you a QLE submission form email, and then you would just have her provide documentation proving that she lost her coverage and then send it back to me, and then I can have my back office investigate. And then once I do receive word back from my back office, I can give you a call back specifically. Okay. Okay, but do you mind if I place you on a brief hold while I get that email set up for you real quick? Yeah. Okay, I'll be right back for you. Okay, Eric? Okay. Okay. Hello, Eric. You still there? Mm-hmm. Awesome. Thank you so much for holding. So, I went ahead and emailed you that QLE submission form email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay? Mm-hmm. Uh, now there are directions in the email. Just follow the directions. Uh, include what needs to be included, and then just send it back to that email that's highlighted, okay? Mm-hmm.

Awesome. But other than that, is there anything else I could help you out with today? That's it. Awesome. Well, you have a wonderful day, okay, Eric? Okay. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. It's Alicia at APL. How are you doing today?

Speaker speaker_1: I'm doing okay, and yourself?

Speaker speaker_2: I'm doing well. Thank you for asking. I have a Mr. Eric Thomas on the line. Last four of Social is 3827... and he's with BG Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: He's wanting to add a person on his policy.

Speaker speaker_1: Like a spouse or a dependent?

Speaker speaker_2: I didn't ask. I do apologize.

Speaker speaker_1: No worries. Um, yeah, you can put your credit card number over.

Speaker speaker_2: All right. Thank you, Justin. One moment, let me get him on the line. I hope you have a great day.

Speaker speaker_1: I hope you do the same, okay?

Speaker speaker_2: Thank you. One moment.

Speaker speaker_1: Okay.

Speaker speaker_2: Mr. Thomas, thank you for your patience. I do have Justin on the line with Benefits in a Card. He will assist you with, um, that adding a dependent. You have a wonderful day.

Speaker speaker_3: Sounds good.

Speaker speaker_2: Thank you.

Speaker speaker_1: Good morning, Eric. How are you doing this morning?

Speaker speaker_3: I'm doing ■lright. How are you doing?

Speaker speaker_1: Doing pretty well. Um, for security purposes, could you verify your home address, including city, state and zip code for me real quick?

Speaker speaker_3: Okay. 4217 4th Street, Baton Rouge, Louisiana 70811. Apartment 32 ■-

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_3: Hmm?

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_3: 06/14/1982.

Speaker speaker_1: And a good telephone number I have for you is 318-709-0435.

Speaker speaker_3: As well.

Speaker speaker_1: And the email I have eric.thomas.et22@gmail?

Speaker speaker_3: Correct.

Speaker speaker_1: Okay, so let's see here. Um, when did you start with BG Staffing?

Speaker speaker_3: Um... like three months now.

Speaker speaker_1: Okay, so around August 16th is around when you received your first paycheck from them?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Okay, so I do know that you have 30 days from that date to make changes or enroll into benefits. Um, you do have, uh... We're outside of that personal open enrollment period right now, so unfortunately, I wouldn't be able to add your, any dependents to the coverage unless you were in BG Staffing's next open enrollment period or if you experienced a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_3: Hmm. She just lost her coverage, so...

Speaker speaker_1: Okay, so she did lose her coverage. Is that correct?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Okay, so what I can do, I can email you a QLE submission form email, and then you would just have her provide documentation proving that she lost her coverage and then send it back to me, and then I can have my back office investigate. And then once I do receive word back from my back office, I can give you a call back specifically.

Speaker speaker_3: Okay.

Speaker speaker_1: Okay, but do you mind if I place you on a brief hold while I get that email set up for you real quick?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay, I'll be right back for you. Okay, Eric?

Speaker speaker_3: Okay.

Speaker speaker_1: Okay. Hello, Eric. You still there?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you that QLE submission form email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Uh, now there are directions in the email. Just follow the directions. Uh, include what needs to be included, and then just send it back to that email that's highlighted, okay?

Speaker speaker_3: Mm-hmm.

Speaker speaker_1: Awesome. But other than that, is there anything else I could help you out with today?

Speaker speaker_3: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay, Eric?

Speaker speaker_3: Okay.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_3: Bye.