

Transcript: Justin

Mills-5008678199934976-5976901040914432

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Good evening, Justin. This is Tasha Coleman. I was calling, I guess... I, I've been getting, like, emails or text messages to my phone, um, Open Enrollment or something like that, and I have until the 31st to enroll. Um, yeah. So that text message or emails you keep receiving is just a courtesy reminder from your employer letting you know that they are in their company Open Enrollment period. So you have the option to enroll, make changes, or cancel benefits offered through them. However, what is that staffing agency you work for? I work for SST. SST. So, yes. So Se- Superior Skilled Trades is in their company- Yes. ... Open Enrollment period up until, um, June 1st or May 31st. Um, so yes, so like I said, you have to talk to them- Okay. I have insurance already with them. So did they switch carriers, or, or... Because this, the name of this is totally different from... So, yes. So we recently became clients with Superior Skilled Trades. So I do know that everything was transferred over to us at Benefits and a Card. Um, however, I can pull your file for you to confirm when you did become active and when you will receive policy information. Okay. Okay? So- And what do you need? So Superior Skilled Trades, what's the last four of your Social? 8329. 8329. Okay. You said Tasha Coleman? Mm-hmm. Okay. And for security purposes, could you verify your home address, including city, state, and zip code? 16765 Russell Conley, Pumrow, Texas 77302. And confirm your date of birth for me. 0622-1979. And a good telephone number I have is 281-686-5643? Yes. And the email I have is tasha_coleman79@me.com? Mm-hmm. Okay. Um, so looking at the calendar, it looks like you became active in the benefits as of last Monday, the 5th. So you should be receiving physical ID cards sometime this week. However, if... Do you mind if I place you on a brief hold while I email the information to you just so you have it? No, that's fine. Awesome. I'll be right back for you. Okay? Okay. Okay. Hello, Tasha, are you still there? Uh-huh. Awesome. Thank you so much for holding. So, I went ahead and I was able to pull your dental and your medical ID card for you. However, when it came to your vision and your preventative healthcare service- services card, that one hasn't been generated just yet. So, I went ahead and emailed my back office to have them send a manual update to the insurance carrier. Um, so once I receive that information, I can let you know that the ID- that I can send you the ID card. Um, but I went ahead and emailed your dental and your medical, just so you have them. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay? Okay. Okay. But like I said, as of right now, uh, your vision and your preventative healthcare services card hasn't been generated, but I went ahead and emailed my back office to have them send that manual update for you, okay? Okay. One more question. Yeah. On my insurance, did I take out for long term and short term? Um. Did you see that? Sorry. Yes, I do see short term disability, 'cause short term disability's offered through Superior Skilled Trades. Okay. Do I have long term disability? Do I

have both or do I just have short term? Uh, there's just short term, 'cause long term disability is not offered through SST. Oh, it's not offered through them. Okay. Just making sure. Um, okay. Um, I guess pretty much I'll just... You say that, um, the medical card has been mailed out even though you sent me a email, right? Correct. So your medical, uh, and your dental ID cards have been mailed out to you. Same with email. Um, I know, like, a physical copy may have been sent out for your vision ID card, uh, but to get the online version, that's just not generated just yet. Yeah, right, okay. But I went ahead and emailed my back office to have them manually update the carrier with that information. Okay. All right. Thank you so much. You're welcome. Is there anything else I can assist you with today, Tasha? No, this concludes that. So, um, I guess, I don't know if I'll stop getting the emails, I mean the text messages, but I know that the last day is on the 31st basically. Correct. So the last day to make the changes, yes. Right. Okay. All right. Thank you so much. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Good evening, Justin. This is Tasha Coleman. I was calling, I guess... I, I've been getting, like, emails or text messages to my phone, um, Open Enrollment or something like that, and I have until the 31st to enroll.

Speaker speaker_0: Um, yeah. So that text message or emails you keep receiving is just a courtesy reminder from your employer letting you know that they are in their company Open Enrollment period. So you have the option to enroll, make changes, or cancel benefits offered through them. However, what is that staffing agency you work for?

Speaker speaker_1: I work for SST.

Speaker speaker_0: SST. So, yes. So Se- Superior Skilled Trades is in their company-

Speaker speaker_1: Yes.

Speaker speaker_0: ... Open Enrollment period up until, um, June 1st or May 31st. Um, so yes, so like I said, you have to talk to them-

Speaker speaker_1: Okay. I have insurance already with them. So did they switch carriers, or, or... Because this, the name of this is totally different from...

Speaker speaker_0: So, yes. So we recently became clients with Superior Skilled Trades. So I do know that everything was transferred over to us at Benefits and a Card. Um, however, I can pull your file for you to confirm when you did become active and when you will receive policy information.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? So-

Speaker speaker_1: And what do you need?

Speaker speaker_0: So Superior Skilled Trades, what's the last four of your Social?

Speaker speaker_1: 8329.

Speaker speaker_0: 8329. Okay. You said Tasha Coleman?

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: 16765 Russell Conley, Pumrow, Texas 77302.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: 0622-1979.

Speaker speaker_0: And a good telephone number I have is 281-686-5643?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is tasha_coleman79@me.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, so looking at the calendar, it looks like you became active in the benefits as of last Monday, the 5th. So you should be receiving physical ID cards sometime this week. However, if... Do you mind if I place you on a brief hold while I email the information to you just so you have it?

Speaker speaker_1: No, that's fine.

Speaker speaker_0: Awesome. I'll be right back for you. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Hello, Tasha, are you still there?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and I was able to pull your dental and your medical ID card for you. However, when it came to your vision and your preventative healthcare service- services card, that one hasn't been generated just yet. So, I went ahead and emailed my back office to have them send a manual update to the insurance carrier. Um, so once I receive that information, I can let you know that the ID- that I can send you the ID card. Um, but I went ahead and emailed your dental and your medical, just so you have them. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But like I said, as of right now, uh, your vision and your preventative healthcare services card hasn't been generated, but I went ahead and emailed my back office to have them send that manual update for you, okay?

Speaker speaker_1: Okay. One more question.

Speaker speaker_0: Yeah.

Speaker speaker_1: On my insurance, did I take out for long term and short term?

Speaker speaker_0: Um.

Speaker speaker_1: Did you see that?

Speaker speaker_0: Sorry. Yes, I do see short term disability, 'cause short term disability's offered through Superior Skilled Trades.

Speaker speaker_1: Okay. Do I have long term disability? Do I have both or do I just have short term?

Speaker speaker_0: Uh, there's just short term, 'cause long term disability is not offered through SST.

Speaker speaker_1: Oh, it's not offered through them. Okay. Just making sure. Um, okay. Um, I guess pretty much I'll just... You say that, um, the medical card has been mailed out even though you sent me a email, right?

Speaker speaker_0: Correct. So your medical, uh, and your dental ID cards have been mailed out to you. Same with email. Um, I know, like, a physical copy may have been sent out for your vision ID card, uh, but to get the online version, that's just not generated just yet.

Speaker speaker_1: Yeah, right, okay.

Speaker speaker_0: But I went ahead and emailed my back office to have them manually update the carrier with that information.

Speaker speaker_1: Okay. All right. Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Tasha?

Speaker speaker_1: No, this concludes that. So, um, I guess, I don't know if I'll stop getting the emails, I mean the text messages, but I know that the last day is on the 31st basically.

Speaker speaker_0: Correct. So the last day to make the changes, yes.

Speaker speaker_1: Right. Okay. All right. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.