

## Transcript: Justin

**Mills-5232402675056640-5185608737931264**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, um, I was just looking to confirm the status of my insurance, um, my health insurance, uh, specifically and to see, I guess, the benefits that are covered or what's covered under the insurance. Okay. What's the staffing agency you work for? Uh, BG, BGSS Staffing. And the last four of your social? 0343. What was your first and last name? Precious Wade. And for security purposes, could you verify your home address, including city, state and ZIP Code, Precious? Um, I think it... I'm not sure if I changed it in there. Uh, if it's the Texas one, then it's 7605 Hinkley Oak Drive, Benton, Texas 76208. I think I changed it. It looks like I have a Georgia address. Okay. Then that'll be, uh... Good Lord, what am I... Hold on one second. Give me one second. I just moved. Hmm, hmm, hmm. 2205 Phacelia Court, Decatur, Georgia 30034. Yes. And confirm your date of birth. February 16th, 1998. And a good telephone number have is 404-390-9081? Yes. And the email I have is pam061816 at gmail? Yes. Okay, so let's see here. So looking at the file, looks like you're not currently enrolled in anything anymore. Ah. Um, the past enrollment was from March 18th of 2024 to September 1st of 2024. Okay. Um, 'cause I know, at least talking to the, the BG staff lady, um, she said it's not active, the insurance, as long as I'm not working. But when I start working again, it starts to get re-debited out and then it becomes active. Is that... Does that not stand? Um, no, that is partially true. Um, now once you leave an assignment and you come back, you can reinstate the coverage with us at Benefits in a Card. However, there's a pending enrollment process that goes along with that, so it's not really immediate. Okay. Um, so how long does that usually take? One to two weeks. Okay. Um, so what do I need to do? Um, so I can go ahead and reinstate the same coverage that you had. Um, just bear with me one second. So it looks like you had the MEC-TeleRx as well as vision for employee only. So doing those would be your... make your total deduction \$17.64 per week. Do you authorize BG Staffing to make that deduction for you? Um, just to confirm beforehand, um, I- I guess I was just trying to confirm, um, as far as, like, preventative, does it cover anything before I sign back up? 'Cause I don't remember. Yeah, so the MEC-TeleRx is a preventative healthcare service plan, so it covers all of your preventative healthcare services. So like your physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy. Okay. Um, and then what about cancer screenings? Yes, as long as it's preventative-wise. Okay. So it should be covered. Uh, yeah. Okay, so then we can sign up for th- everything before. Okay. Do you authorize BG Staffing- Is it... I have eyeglasses, right? Yeah, yeah. Yes, you have vision as well. Yes. All right, so I'm gonna go ahead and save that. So like I said earlier, pending enrollments do take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$17.64 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive new

policy and ID card information in the mail. Other than that, Precious, is there anything else I can assist you with today? No, that's it. Thank you. You're welcome. You have a great day, okay? Y- you too. Bye-bye. Okay, 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: Hi, um, I was just looking to confirm the status of my insurance, um, my health insurance, uh, specifically and to see, I guess, the benefits that are covered or what's covered under the insurance.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, BG, BGSS Staffing.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 0343.

Speaker speaker\_0: What was your first and last name?

Speaker speaker\_1: Precious Wade.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and ZIP Code, Precious?

Speaker speaker\_1: Um, I think it... I'm not sure if I changed it in there. Uh, if it's the Texas one, then it's 7605 Hinkley Oak Drive, Benton, Texas 76208. I think I changed it.

Speaker speaker\_0: It looks like I have a Georgia address.

Speaker speaker\_1: Okay. Then that'll be, uh... Good Lord, what am I... Hold on one second. Give me one second. I just moved. Hmm, hmm, hmm. 2205 Phacelia Court, Decatur, Georgia 30034. Yes.

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

Speaker speaker\_1: February 16th, 1998.

Speaker speaker\_0: And a good telephone number have is 404-390-9081?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is pam061816 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So looking at the file, looks like you're not currently enrolled in anything anymore.

Speaker speaker\_1: Ah.

Speaker speaker\_0: Um, the past enrollment was from March 18th of 2024 to September 1st of 2024.

Speaker speaker\_1: Okay. Um, 'cause I know, at least talking to the, the BG staff lady, um, she said it's not active, the insurance, as long as I'm not working. But when I start working again, it starts to get re-debited out and then it becomes active. Is that... Does that not stand?

Speaker speaker\_0: Um, no, that is partially true. Um, now once you leave an assignment and you come back, you can reinstate the coverage with us at Benefits in a Card. However, there's a pending enrollment process that goes along with that, so it's not really immediate.

Speaker speaker\_1: Okay. Um, so how long does that usually take?

Speaker speaker\_0: One to two weeks.

Speaker speaker\_1: Okay. Um, so what do I need to do?

Speaker speaker\_0: Um, so I can go ahead and reinstate the same coverage that you had. Um, just bear with me one second. So it looks like you had the MEC-TeleRx as well as vision for employee only. So doing those would be your... make your total deduction \$17.64 per week. Do you authorize BG Staffing to make that deduction for you?

Speaker speaker\_1: Um, just to confirm beforehand, um, I- I guess I was just trying to confirm, um, as far as, like, preventative, does it cover anything before I sign back up? 'Cause I don't remember.

Speaker speaker\_0: Yeah, so the MEC-TeleRx is a preventative healthcare service plan, so it covers all of your preventative healthcare services. So like your physicals, diabetes screenings, vaccinations, STD checks, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Okay. Um, and then what about cancer screenings?

Speaker speaker\_0: Yes, as long as it's preventative-wise.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it should be covered.

Speaker speaker\_1: Uh, yeah. Okay, so then we can sign up for th- everything before.

Speaker speaker\_0: Okay. Do you authorize BG Staffing-

Speaker speaker\_1: Is it... I have eyeglasses, right? Yeah, yeah.

Speaker speaker\_0: Yes, you have vision as well.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, so I'm gonna go ahead and save that. So like I said earlier, pending enrollments do take one to two weeks to go through. Then whenever you witness that

first payroll deduction of the \$17.64 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive new policy and ID card information in the mail. Other than that, Precious, is there anything else I can assist you with today?

Speaker speaker\_1: No, that's it. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Y- you too. Bye-bye.

Speaker speaker\_0: Okay, bye-bye.