

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yeah, it's like, I got a call from you yesterday. You said you received a phone call from us? Yeah. Was there a voice mail left by any chance, or... Nope. No? Okay. Let's see. Um, so there was probably an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted health insurance or if you wanted to opt out of health insurance. Well, yes. Yeah, I want health insurance. Okay. Um, what's that staffing agency you work for? Hold on a second, uh, HSS, like... uh, can't remember the full name. But it's just like HSS. Okay, so HSS, last four of your social? Uh, 1159. And your first and last name? Adam Trudell. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Adam? Mm-hmm. Yes, there's, um... uh, I can't remember. I'll just move the... I can't remember the postal numbers, but it's like N5 397 Wau-uh, Wursbud Road. City, state and zip code? Uh, Kailani, and the zip code is, um, 54216. Okay. And confirm your date of birth? April 4th, 1991. And a good telephone number I have is 254-326-9452. Yep. And the email I have is srcwolf217 at Gmail? Yep. Okay. So, looking at note history, I do see there was an outbound call to you regarding coverage level mismatch. Um, give me one second. Let's see. Uh... oh. Oh, so you elected both MEC medical plans. We were just confirming which MEC medical plan you wanted. Um, so the MEC TeleRX covers preventative services only, while the MEC Enhanced covers, uh, hospitals, doctors and medications, plus preventative services. While the- Yeah, that one. So that one? Okay. Yeah. Let me go ahead and make that change for you. Let's see. So doing the MEC Enhanced as well as the additional benefit options you elected as well. Give me one second. 399. What's your primary? Yeah. Doing all of that, would make your total deductions, um, \$72.95 per week. Okay. Could you authorize, um, HSS to make the deduction for you? Yeah. Okay. Um, so I do wanna let you know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$72.95 come off your paycheck, coverage begins the Monday we receive that deduction from HSS. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Adam, is there anything else I could assist you with today? Oh, no, that'll be good. Awesome. Well, you have a wonderful day, okay? All right. You, too. All right, bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, it's like, I got a call from you yesterday.

Speaker speaker_0: You said you received a phone call from us?

Speaker speaker_1: Yeah.

Speaker speaker_0: Was there a voice mail left by any chance, or...

Speaker speaker_1: Nope.

Speaker speaker_0: No? Okay. Let's see. Um, so there was probably an outbound call to you regarding an enrollment form we received from your employer. We just wanted to confirm if you wanted health insurance or if you wanted to opt out of health insurance.

Speaker speaker_1: Well, yes. Yeah, I want health insurance.

Speaker speaker_0: Okay. Um, what's that staffing agency you work for?

Speaker speaker_1: Hold on a second, uh, HSS, like... uh, can't remember the full name. But it's just like HSS.

Speaker speaker_0: Okay, so HSS, last four of your social?

Speaker speaker_1: Uh, 1159.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Adam Trudell.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Adam? Mm-hmm.

Speaker speaker_1: Yes, there's, um... uh, I can't remember. I'll just move the... I can't remember the postal numbers, but it's like N5 397 Wa- uh, Wursbud Road.

Speaker speaker_0: City, state and zip code?

Speaker speaker_1: Uh, Kailani, and the zip code is, um, 54216.

Speaker speaker_0: Okay. And confirm your date of birth?

Speaker speaker_1: April 4th, 1991.

Speaker speaker_0: And a good telephone number I have is 254-326-9452.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is srcwolf217 at Gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So, looking at note history, I do see there was an outbound call to you regarding coverage level mismatch. Um, give me one second. Let's see. Uh... oh. Oh, so you elected both MEC medical plans. We were just confirming which MEC medical plan you wanted. Um, so the MEC TeleRX covers preventative services only, while the MEC Enhanced

covers, uh, hospitals, doctors and medications, plus preventative services. While the-

Speaker speaker_1: Yeah, that one.

Speaker speaker_0: So that one? Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let me go ahead and make that change for you. Let's see. So doing the MEC Enhanced as well as the additional benefit options you elected as well. Give me one second. 399. What's your primary? Yeah. Doing all of that, would make your total deductions, um, \$72.95 per week.

Speaker speaker_1: Okay.

Speaker speaker_0: Could you authorize, um, HSS to make the deduction for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so I do wanna let you know that pending enrollments do take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$72.95 come off your paycheck, coverage begins the Monday we receive that deduction from HSS. Seven to 10 business days later, you'll receive your policy and ID card information in the mail. Other than that, Adam, is there anything else I could assist you with today?

Speaker speaker_1: Oh, no, that'll be good.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. You, too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.