

Transcript: Justin

Mills-5656788252934144-5093493494169600

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? How you doing? Uh, my name is George. I actually wanted to see if, uh, I'm enrolled in, uh, in, uh, what's it called, uh, through Surge? Or, uh, I think it's, uh, M- M- E- Megtec, Telex Rex, whatever. You wanted to see if you're enrolled into it? Uh, yeah. Um, I'm enrolled, but I think, um, I need to make some changes. I need to, um, put in my kids for the insurance. Okay. Um, so Surge Staffing, what's the last four of your Social? Oh, my Social? Hold on one second, let me get that right here. 019. And your first and last name? Uh, Jorge Leon Castillo. Castillo. Okay. And for security purposes, could you verify your home address, including city, state and zip code where you're at? Uh, 973 Woodside Drive, Carson City, Nevada, zip code 89701. And your date of birth? 02-14 of '84. And a good telephone number has a 775-691-4135. Yes. And the email I have is jorgeleoncastillox3@gmail? Yes. Okay. Um, so looking at the file, it looks like you are currently enrolled into employee plus child coverage. Um, I do see one dependent on the coverage already. Were you wanting to add another dependent? Uh, yes. Okay. Let's see then. Um... Mm-hmm. And what's that dependent's first and last name? Uh, which one do I have on there already? I'm not sure if it's Azul or if it's, uh, Alexa. Um, I have Alexa Esperanza Leon Soto. Okay. Um, the other one should be Azul Celeste. A-Z-U-L... And Celeste's Celeste. Celeste, li- um, Soto. S-O-T-O. Well, that was the first name or the last name? Uh, that was the last name. The first name is Azul Celeste Leon Soto. I mean, li- um, Se- Soto. Sorry about that. Could you spell the last name for me? S-O-T-O. Okay. And the first name was A-Z-U-L, correct? Yes. Okay. And their Social? Hold on one sec. I'm trying to get my wife to sending me their, their Social real quick. Okay. Here, while we're waiting, what's Azul's date of birth? Azul's date of birth is, uh... Hold on one second. I got it right here. Uh, 091707. 07, okay. And then just waiting on the Social, whenever you have it. Yeah. Yeah, I'm trying to see, uh, in also that I'm enrolling also in the dental and the vision. I think I'm enrolled in there too as well, but I don't know. Yes, sir. So I do th- I do see the VIP Classic which covers hospitals, doctors and medications, dental and vision for employee plus child. Yeah. So, they will have coverage for all this. Sounds good. I'm sorry about that. I'm just trying to wait for the wife to get this done. No worries. Oh, if it's possible, can I do a three-line, a three-way? See if she answers me. It'd be a lot easier. Yeah, that should be fine. Okay, hold on one sec. ¿Si me... Si me escuchastes? No. Que me mandes los seguros. What? Manda-manda los seguros. Ahi estan los muchachos en la linea. Okay. Uh, no te acuerdas por donde te los mande? No, no me los has mandado. Ah, okay. Just give me a second. Oh my God. Okay, give me one sec. Uh... Okay. Uh... Let me find it. One. Okay, es Alexa. Uh-huh. Te doy el seguro de Alexa primero. Sí, dale. Es, uh, siete... Seven, for Alexa. 784-76-8057. Okay. Now I just need Azula's. Go ahead and send the next one. Okay. It's 680-94-2111. What was the last two? I'm sorry. 21, 11. 11? Okay. So just to confirm the whole thing, it was

680-94-2111? Yes. Okay. And is there another dependent I need to add down, or no? Uh, no, that's it. Uh, yeah, that's just... That's it then, too. Okay. Um, so I do want to let you know, Jorge, um, since we just added Azula down, I do know it does take- Uh-huh. ... between 24 to 48 hours for the insurance carrier to reflect that e- he was added to the coverage, okay? Okay. Sounds good. Awesome. Well, other than that- Awesome. ... is there anything else I can assist you with, with today? Uh, no, that's it. No, I got a question actually, yeah, um. Do we get, do we get them, the, uh, the, um, the insurance cards, right? Do, when, uh, do we get also like for the, uh, dental and vision, do we get cards or do I have to, do I get like a number to, um, like a, like a VA, VSP or what? How is it? How is the insurance? Um, so I do know- Like for vision and dental. Yeah. So you will receive physical ID cards for dental, vision and the medical. Um, looking at the calendar, we're still waiting on Search Staffing to send over deductions on you. Um, so once we receive those- Okay. ... deductions, you'll become active and cards will be issued out from there. All right, sounds good. Yeah, 'cause at my old job I used to have, they didn't ever give us cards. They just gave me a number that I had to like call them every time I need either got glasses or went to the dentist, which was kind of weird. Totally understand, but yes sir, you will receive physical ID cards once you do become active. Okay. Sounds good. Awesome. Is there anything else I can assist you with today? Nope. That's it. Awesome. Well, you have a wonderful day, okay? Thanks man, you too have a good day. Okay. Thank you. You as well. Bye-bye. Hello? Yes.

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: How you doing? Uh, my name is George. I actually wanted to see if, uh, I'm enrolled in, uh, in, uh, what's it called, uh, through Surge? Or, uh, I think it's, uh, M- M- E- Megtec, Telex Rex, whatever.

Speaker speaker_0: You wanted to see if you're enrolled into it?

Speaker speaker_1: Uh, yeah. Um, I'm enrolled, but I think, um, I need to make some changes. I need to, um, put in my kids for the insurance.

Speaker speaker_0: Okay. Um, so Surge Staffing, what's the last four of your Social?

Speaker speaker_1: Oh, my Social? Hold on one second, let me get that right here. 019.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Jorge Leon Castillo.

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

Speaker speaker_1: Uh, 973 Woodside Drive, Carson City, Nevada, zip code 89701.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 02-14 of '84.

Speaker speaker_0: And a good telephone number has a 775-691-4135.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jorgeleoncastillox3@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you are currently enrolled into employee plus child coverage. Um, I do see one dependent on the coverage already. Were you wanting to add another dependent?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. Let's see then.

Speaker speaker_1: Um...

Speaker speaker_0: Mm-hmm. And what's that dependent's first and last name?

Speaker speaker_1: Uh, which one do I have on there already? I'm not sure if it's Azul or if it's, uh, Alexa.

Speaker speaker_0: Um, I have Alexa Esperanza Leon Soto.

Speaker speaker_1: Okay. Um, the other one should be Azul Celeste. A-Z-U-L... And Celeste's Celeste. Celeste, li- um, Soto. S-O-T-O.

Speaker speaker_0: Well, that was the first name or the last name?

Speaker speaker_1: Uh, that was the last name. The first name is Azul Celeste Leon Soto. I mean, li- um, Se- Soto. Sorry about that.

Speaker speaker_0: Could you spell the last name for me?

Speaker speaker_1: S-O-T-O.

Speaker speaker_0: Okay. And the first name was A-Z-U-L, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And their Social?

Speaker speaker_1: Hold on one sec. I'm trying to get my wife to sending me their, their Social real quick.

Speaker speaker_0: Okay. Here, while we're waiting, what's Azul's date of birth?

Speaker speaker_1: Azul's date of birth is, uh... Hold on one second. I got it right here. Uh, 091707.

Speaker speaker_0: 07, okay. And then just waiting on the Social, whenever you have it.

Speaker speaker_1: Yeah. Yeah, I'm trying to see, uh, in also that I'm enrolling also in the dental and the vision. I think I'm enrolled in there too as well, but I don't know.

Speaker speaker_0: Yes, sir. So I do th- I do see the VIP Classic which covers hospitals, doctors and medications, dental and vision for employee plus child.

Speaker speaker_1: Yeah.

Speaker speaker_0: So, they will have coverage for all this.

Speaker speaker_1: Sounds good. I'm sorry about that. I'm just trying to wait for the wife to get this done.

Speaker speaker_0: No worries.

Speaker speaker_1: Oh, if it's possible, can I do a three-line, a three-way? See if she answers me. It'd be a lot easier.

Speaker speaker_0: Yeah, that should be fine.

Speaker speaker_1: Okay, hold on one sec. ¿Si me... Si me escuchastes?

Speaker speaker_2: No.

Speaker speaker_1: Que me mandes los seguros.

Speaker speaker_2: What?

Speaker speaker_1: Manda- manda los seguros. Ahi estan los muchachos en la linea.

Speaker speaker_2: Okay. Uh, no te acuerdas por donde te los mande?

Speaker speaker_1: No, no me los has mandado.

Speaker speaker_2: Ah, okay. Just give me a second. Oh my God. Okay, give me one sec. Uh... Okay. Uh... Let me find it. One. Okay, es Alexa.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Te doy el seguro de Alexa primero.

Speaker speaker_1: Sí, dale.

Speaker speaker_2: Es, uh, siete...

Speaker speaker_1: Seven, for Alexa.

Speaker speaker_2: 784-76-8057.

Speaker speaker_0: Okay. Now I just need Azula's.

Speaker speaker_1: Go ahead and send the next one.

Speaker speaker_3: Okay. It's 680-94-2111.

Speaker speaker_0: What was the last two? I'm sorry.

Speaker speaker_3: 21, 11.

Speaker speaker_0: 11? Okay. So just to confirm the whole thing, it was 680-94-2111?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. And is there another dependent I need to add down, or no?

Speaker speaker_1: Uh, no, that's it. Uh, yeah, that's just... That's it then, too.

Speaker speaker_0: Okay. Um, so I do want to let you know, Jorge, um, since we just added Azula down, I do know it does take-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... between 24 to 48 hours for the insurance carrier to reflect that e- he was added to the coverage, okay?

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Awesome. Well, other than that-

Speaker speaker_1: Awesome.

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

Speaker speaker_1: Uh, no, that's it. No, I got a question actually, yeah, um. Do we get, do we get them, the, uh, the, um, the insurance cards, right? Do, when, uh, do we get also like for the, uh, dental and vision, do we get cards or do I have to, do I get like a number to, um, like a, like a VA, VSP or what? How is it? How is the insurance?

Speaker speaker_0: Um, so I do know-

Speaker speaker_1: Like for vision and dental.

Speaker speaker_0: Yeah. So you will receive physical ID cards for dental, vision and the medical. Um, looking at the calendar, we're still waiting on Search Staffing to send over deductions on you. Um, so once we receive those-

Speaker speaker_1: Okay.

Speaker speaker_0: ... deductions, you'll become active and cards will be issued out from there.

Speaker speaker_1: All right, sounds good. Yeah, 'cause at my old job I used to have, they didn't ever give us cards. They just gave me a number that I had to like call them every time I need either got glasses or went to the dentist, which was kind of weird.

Speaker speaker_0: Totally understand, but yes sir, you will receive physical ID cards once you do become active.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Awesome. Is there anything else I can assist you with today?

Speaker speaker_1: Nope. That's it.

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

Speaker speaker_1: Thanks man, you too have a good day.

Speaker speaker_0: Okay. Thank you. You as well. Bye-bye. Hello?

Speaker speaker_3: Yes.