

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and iCard. This is Justin. How can I help you today? Yeah, somebody called me and left me a voicemail. Do you know what the voicemail said, by any chance? Um, something about health coverage, or insurance. Yeah, it was- Yeah, so we just wanted to... We just wanted to confirm if you, um, wanted to enroll in the benefits or if you wanted to opt out of benefits offered through your employer. Yeah, so she, um... I think she was just a little confused, because on some of them I enrolled with just myself, and then others I enrolled as, like, a family to cover my kids. So, I think she was just confused by what was selected. Yeah, so let me try pulling your file. What's that staffing agency you work for? Uh, BGSS. And the last four of your Social? Three, two, seven, three. Oh, she must be - And what was your first and last name? Jada Stovall. Okay. Jada Stovall, - Yeah. For security purposes, can you verify your home address, including city, state and zip code, Jada? Um, 6834 Brainerd Way North Drive, Inverness, MN 54626. And confirm your date of birth. 4/12/95. And a good telephone number to have is 317-659-2229. Yeah. And the email address, stovalljada@... You know? Yes. Okay, so yeah. So looking at the enrollment form, you elected employee plus family coverage, but you only elect... Put down a child as a dependent. Uh, so we were just confirming if you wanted employee plus child coverage or not. You said... Okay, say that again? I stated you put down employee plus family coverage, but you only elec... You only put down a child as a dependent. You didn't include a spouse or anything. So we were just confirming if you wanted employee plus children coverage. How many kids... How many kids is listed on there? Um, I'm only seeing one. Um, Aria Allen. Um, yeah, I have four. Go ahead and just do me. They have Medicaid. Um, yeah. So just do employee only coverage? Yeah. All right, so let's see here. Let's see. Okay, so doing everything for employee only, uh, what you elected, which, which is the free RX virtual primary care, dental, disability, term life, which is life insurance, vision, critical illness, group accident, the MEC teleRX, which is your medical plan, and behavior health, would make your total deductions \$40 even. We authorize, uh, BG Staffing to make the deduction for you? Yeah. All right, so I'm going to save that. So how this pending enrollment process works, it will take one to two weeks for it to go through. Then whenever you witness your first deduction of the \$40 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jada, is there anything else I can help you out with today? No. Awesome. Well, you have a wonderful weekend, okay? Thanks. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yeah, somebody called me and left me a voicemail.

Speaker speaker_0: Do you know what the voicemail said, by any chance?

Speaker speaker_1: Um, something about health coverage, or insurance. Yeah, it was-

Speaker speaker_0: Yeah, so we just wanted to... We just wanted to confirm if you, um, wanted to enroll in the benefits or if you wanted to opt out of benefits offered through your employer.

Speaker speaker_1: Yeah, so she, um... I think she was just a little confused, because on some of them I enrolled with just myself, and then others I enrolled as, like, a family to cover my kids. So, I think she was just confused by what was selected.

Speaker speaker_0: Yeah, so let me try pulling your file. What's that staffing agency you work for?

Speaker speaker_1: Uh, BGSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Three, two, seven, three.

Speaker speaker_2: Oh, she must be -

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jada Stovall.

Speaker speaker_2: Okay. Jada Stovall, -

Speaker speaker_0: Yeah. For security purposes, can you verify your home address, including city, state and zip code, Jada?

Speaker speaker_1: Um, 6834 Brainerd Way North Drive, Inverness, MN 54626.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 4/12/95.

Speaker speaker_0: And a good telephone number to have is 317-659-2229.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email address, stovalljada@... You know?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so yeah. So looking at the enrollment form, you elected employee plus family coverage, but you only elect... Put down a child as a dependent. Uh, so we were just confirming if you wanted employee plus child coverage or not.

Speaker speaker_1: You said... Okay, say that again?

Speaker speaker_0: I stated you put down employee plus family coverage, but you only elec... You only put down a child as a dependent. You didn't include a spouse or anything. So we were just confirming if you wanted employee plus children coverage.

Speaker speaker_1: How many kids... How many kids is listed on there?

Speaker speaker_0: Um, I'm only seeing one. Um, Aria Allen.

Speaker speaker_1: Um, yeah, I have four. Go ahead and just do me. They have Medicaid. Um, yeah.

Speaker speaker_0: So just do employee only coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, so let's see here. Let's see. Okay, so doing everything for employee only, uh, what you elected, which, which is the free RX virtual primary care, dental, disability, term life, which is life insurance, vision, critical illness, group accident, the MEC teleRX, which is your medical plan, and behavior health, would make your total deductions \$40 even. We authorize, uh, BG Staffing to make the deduction for you?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right, so I'm going to save that. So how this pending enrollment process works, it will take one to two weeks for it to go through. Then whenever you witness your first deduction of the \$40 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Jada, is there anything else I can help you out with today?

Speaker speaker_1: No.

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

Speaker speaker_1: Thanks. You too.

Speaker speaker_0: Thank you. Bye-bye.