

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello, yes, um, I was trying to log in, log in to, uh, you know, the, the, the online portal. But is it down or something? I was just wondering if, uh, you know, I, I'm already, uh, eligible for benefits for our... if my stuff went through on my, um- Yeah, I can verify that for you. What's the staffing agency you work for? Uh, BGSS. And the last four of your Social? 6648. And what was your first and last name? Nelson Martinez. And for security purposes, can you verify your home address, including city, state and zip code? 9330 Fremont Way, Reno, Nevada 89506. And confirm your date of birth. 11/21/72. And a good telephone number has a 775-351-3092. That's correct. And the email you have is jermain_1121@Yahoo? Yes, sir. Okay. So, let's see here. So, two things. Uh, first thing, your current enrollment right now with the VIP Classic, which is your medical plan, dental, short-term disability, vision, critical illness and group accident, you did become active in that coverage as of this past Monday, the 17th. So, yesterday. So, you should be receiving physical ID cards for that stuff early next week. However, if you did call back Thursday or Friday of this week, we can email that information to you. Secondly, I do see you have a pending request sent for enrollment to add the free RX to the coverage as well. So, it looks like BG Staffing should be making deductions here soon for you to become active around Monday in the free RX. Okay. Uh, did you say the medical... I thought you said canceled, or is it approved? No, sir. No, sir. So, what I said is you have two things. You have, you, you have your, your current enrollment, you became active as of yesterday in the VIP Classic, which is your- Uh-huh. ... medical plan. Then you have dental, short-term disability, vision, critical illness, and group accident. So, what I was saying is that you became active in that coverage yesterday, the 17th. So, you should receive physical ID cards for that coverage early next week. However, if you did call back Thursday or Friday of this week, we can email that information to you just so you have it. But what I'm- Yeah. ... saying, what I was saying after that, you have a pending request sent for enrollment to add the free RX benefit. So- Oh, okay. ... what I'm saying is that, BG Staffing is loo- loo- is making that deduction on you here soon for you to become active around Monday of next week in the free RX. Oh. Okay, I see. All right. Um, is there a problem with the website? 'Cause I tried logging in and it's, it's not working. Um, let's see. Now, when you went to the website... Quick question. Here, hold on. Let me go to it. BG Staffing. So, when you went to the website, did you click, um... Hold on. I'm trying to get to it. Did you click Member Login or Enroll/Decline Coverage? Member Login. I tried to log in and it just shows a- Okay. ... error page. Okay. For some reason, when people click Member Login, it always goes to that page and for an error. But go back to the main page and click Enroll/Decline Coverage, and then, and log in through that way. And you will, should be able to view your portal through that way. Okay. All right. I'll try that. Thank you. You're welcome, Nelson. You have a great day, okay? Uh, you too.

Thanks. Bye bye. All right. 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: Hello, yes, um, I was trying to log in, log in to, uh, you know, the, the, the online portal. But is it down or something? I was just wondering if, uh, you know, I, I'm already, uh, eligible for benefits for our... if my stuff went through on my, um-

Speaker speaker_0: Yeah, I can verify that for you. What's the staffing agency you work for?

Speaker speaker_1: Uh, BGSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6648.

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

Speaker speaker_1: Nelson Martinez.

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

Speaker speaker_1: 9330 Fremont Way, Reno, Nevada 89506.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 11/21/72.

Speaker speaker_0: And a good telephone number has a 775-351-3092.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email you have is jermain_1121@Yahoo?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So, let's see here. So, two things. Uh, first thing, your current enrollment right now with the VIP Classic, which is your medical plan, dental, short-term disability, vision, critical illness and group accident, you did become active in that coverage as of this past Monday, the 17th. So, yesterday. So, you should be receiving physical ID cards for that stuff early next week. However, if you did call back Thursday or Friday of this week, we can email that information to you. Secondly, I do see you have a pending request sent for enrollment to add the free RX to the coverage as well. So, it looks like BG Staffing should be making deductions here soon for you to become active around Monday in the free RX.

Speaker speaker_1: Okay. Uh, did you say the medical... I thought you said canceled, or is it approved?

Speaker speaker_0: No, sir. No, sir. So, what I said is you have two things. You have, you, you have your, your current enrollment, you became active as of yesterday in the VIP Classic, which is your-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... medical plan. Then you have dental, short-term disability, vision, critical illness, and group accident. So, what I was saying is that you became active in that coverage yesterday, the 17th. So, you should receive physical ID cards for that coverage early next week. However, if you did call back Thursday or Friday of this week, we can email that information to you just so you have it. But what I'm-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... saying, what I was saying after that, you have a pending request sent for enrollment to add the free RX benefit. So-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... what I'm saying is that, BG Staffing is loo- loo- is making that deduction on you here soon for you to become active around Monday of next week in the free RX.

Speaker speaker_1: Oh. Okay, I see.

Speaker speaker_0: All right.

Speaker speaker_1: Um, is there a problem with the website? 'Cause I tried logging in and it's, it's not working.

Speaker speaker_0: Um, let's see. Now, when you went to the website... Quick question. Here, hold on. Let me go to it. BG Staffing. So, when you went to the website, did you click, um... Hold on. I'm trying to get to it. Did you click Member Login or Enroll/Decline Coverage?

Speaker speaker_1: Member Login. I tried to log in and it just shows a-

Speaker speaker_0: Okay.

Speaker speaker_1: ... error page.

Speaker speaker_0: Okay. For some reason, when people click Member Login, it always goes to that page and for an error. But go back to the main page and click Enroll/Decline Coverage, and then, and log in through that way. And you will, should be able to view your portal through that way.

Speaker speaker_1: Okay. All right. I'll try that. Thank you.

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

Speaker speaker_1: Uh, you too. Thanks. Bye bye.

Speaker speaker_0: All right. Bye bye.