

Transcript: Pamela

Blanc-5604709662507008-5766220901040128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... about fee? I'm sorry, who is speaking? How may I help you? I would just like to see how much the insurance is going to cost me. Hiya, I just got off the phone with... I don't know if it was you or somebody else, about insurance or getting insurance. Um, probably someone else, but I will be able to assist you with, um, who you work for? Sorry, what was that? Oh, BGSS. May I have the last four digits of your Social, so I can pull up your file? What was that? I'm so sorry. The last four digits of your Social, so I could pull up your file? Yeah, it's 4177. Your first and last name? Oguagwen. And you said you worked for the... BGSS. You said the last name is Ogwen? It's a second and last name. Ogwen, O-G-U-I-N-N. Sorry about that. Mm-hmm. Okay. And just for security reasons and to make sure we are in the correct file, can you please verify your mailing address and date of birth? Yes. 905 Hickok Drive, Killeen, Texas 76542. And then what was the other thing? Sorry, my date of birth? Mm-hmm. Uh, 05-27-2003. All right. We have the phone number on file, 843-303-3544, and your email is your first name, last name at gmail.com? Correct, yes. So you want to enroll in the benefits? I do, yes. Yes. We went and tried to write down which outreach program- And do you know what plan would you like to enroll to? Yeah, the other lady was telling me about, um, the VIP Plus and the Health, Health, FitHealth or something like that. StayHealthy? StayHealthy, yeah, that one and then with dental and, um, vision. Okay. So, VIP Standard, StayHealthy, dental and vision. Yeah, she told me it was 50-something. Okay, go ahead. I will say, does this need you? \$50 and some change. Yeah, just me. I don't have any dependents or children. That's not all the information we have. That's not all the information we have. 50309? Now, all their 55- \$53? No, that's not all the information we have. And oh, and nine cents? That's, that's what she said? Well, that's gonna be \$53.95. No, she said \$50 and some change. Okay, so let me look up this VIP Standard. But out of, where is that building? But out of all of these plans, which one is the cheapest? And then you want vision and dental. So like this one's available right now, but it's \$5 more per month. Okay, \$50.76. But we don't take it like that. So we have, um, to send your information to the eligibility department because we don't, I don't see your, um, re- recent hire data. And we need an eligibility review. I will go ahead and put in the notes that, why you want to enroll too. They take 24 to 48 hours to give us the information. Um, if they say it's en- Wait, wait, wait. Hold on. Sorry. Sorry to cut you off. I just got off the phone with another lady who called me back and said that I was edi- eligible and that she had called and talked to somebody else. Okay, okay. Let me double check on that and I'll... Just bear with me because I didn't see it yet on the notes. Just, I'm so sorry. Let me double check on you. Give me one second. 'Cause I know you guys close in like, a little bit, so I don't wanna... I know, like, Sunday was my last day. All right, we, we'll still have time. Um, just don't worry. I just need to check on that. Okay. No, don't worry. Gotcha. Okay. Okay. All right. Ma'am? Yeah, hello?

Okay. All right, yes. I did in fact see a part there, so I went ahead and enrolled you in Dental, Vision Plus, and then StayHealthy. Um, your premium will be \$50.76 for paycheck. Perfect. Benefits will start the following Monday, after we receive the first premium from your employer. Your new ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days after the benefits are active. Now, the VIP ID card, that one, the carriers do not send physical. You will receive it to your email. If you need a physical card for, specifically for that, um, plan, you can give us a call and we can request one after the benefits are active. Right? Okay, yeah, I'm gonna need a physical one. Gotcha, gotcha. Okay. And if you need to use your benefits before the, um, ID card arrives, you can give us a call. If they are generated in the system, we can send you them right once you email. Yes, okay. How long does it take for, for the card to come in? Well, the system is showing me that if we receive the premium from your employer on Monday, the 30th, your benefits should be active. But that is going to depend on when your company process the information that we send them and set up the payment through your payroll. Gotcha. But if they do it the way it should go, then Monday the 30th most likely is that the benefits will be active. Okay, gotcha. All right? Is there any questions? No, that's, that's every... So, will the money get, uh, start being taken out of my account this week or... Um, mm, most likely on the 20... I mean, I'm sorry, on the 27th. You get paid on Friday. Okay. Yeah, okay. You info. Okay, gotcha. Perfect. So I don't- It's only effective, the following Monday after we receive the, um, the payment that the benefits become effective. Gotcha. Okay, perfect. All right. Thank you. Thank you very much. Of course it's late and have great rest of the day. Happy holidays. Happy holidays. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... about fee?

Speaker speaker_2: I'm sorry, who is speaking? How may I help you?

Speaker speaker_1: I would just like to see how much the insurance is going to cost me.

Speaker speaker_3: Hiya, I just got off the phone with... I don't know if it was you or somebody else, about insurance or getting insurance.

Speaker speaker_2: Um, probably someone else, but I will be able to assist you with, um, who you work for?

Speaker speaker_3: Sorry, what was that? Oh, BGSS.

Speaker speaker_2: May I have the last four digits of your Social, so I can pull up your file?

Speaker speaker_3: What was that? I'm so sorry.

Speaker speaker_2: The last four digits of your Social, so I could pull up your file?

Speaker speaker_3: Yeah, it's 4177.

Speaker speaker_2: Your first and last name?

Speaker speaker_3: Oguagwen.

Speaker speaker_2: And you said you worked for the...

Speaker speaker_3: BGSS.

Speaker speaker_2: You said the last name is Ogwen?

Speaker speaker_3: It's a second and last name. Ogwen, O-G-U-I-N-N.

Speaker speaker_2: Sorry about that.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Okay. And just for security reasons and to make sure we are in the correct file, can you please verify your mailing address and date of birth?

Speaker speaker_3: Yes. 905 Hickok Drive, Killeen, Texas 76542. And then what was the other thing? Sorry, my date of birth?

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Uh, 05-27-2003.

Speaker speaker_2: All right. We have the phone number on file, 843-303-3544, and your email is your first name, last name at gmail.com?

Speaker speaker_3: Correct, yes.

Speaker speaker_2: So you want to enroll in the benefits?

Speaker speaker_3: I do, yes. Yes.

Speaker speaker_1: We went and tried to write down which outreach program-

Speaker speaker_2: And do you know what plan would you like to enroll to?

Speaker speaker_3: Yeah, the other lady was telling me about, um, the VIP Plus and the Health, Health, FitHealth or something like that.

Speaker speaker_2: StayHealthy?

Speaker speaker_3: StayHealthy, yeah, that one and then with dental and, um, vision.

Speaker speaker_2: Okay. So, VIP Standard, StayHealthy, dental and vision.

Speaker speaker_3: Yeah, she told me it was 50-something.

Speaker speaker_2: Okay, go ahead. I will say, does this need you?

Speaker speaker_3: \$50 and some change. Yeah, just me. I don't have any dependents or children.

Speaker speaker_1: That's not all the information we have. That's not all the information we have.

Speaker speaker_2: 50309?

Speaker speaker_1: Now, all their 55-

Speaker speaker_2: \$53?

Speaker speaker_1: No, that's not all the information we have.

Speaker speaker_2: And oh, and nine cents? That's, that's what she said?

Speaker speaker_1: Well, that's gonna be \$53.95.

Speaker speaker_3: No, she said \$50 and some change.

Speaker speaker_2: Okay, so let me look up this VIP Standard.

Speaker speaker_1: But out of, where is that building? But out of all of these plans, which one is the cheapest?

Speaker speaker_2: And then you want vision and dental.

Speaker speaker_1: So like this one's available right now, but it's \$5 more per month.

Speaker speaker_2: Okay, \$50.76.

Speaker speaker_1: But we don't take it like that. So we have, um, to send your information to the eligibility department because we don't, I don't see your, um, re- recent hire data. And we need an eligibility review. I will go ahead and put in the notes that, why you want to enroll too. They take 24 to 48 hours to give us the information. Um, if they say it's en-

Speaker speaker_3: Wait, wait, wait. Hold on. Sorry. Sorry to cut you off. I just got off the phone with another lady who called me back and said that I was edi- eligible and that she had called and talked to somebody else.

Speaker speaker_2: Okay, okay. Let me double check on that and I'll... Just bear with me because I didn't see it yet on the notes. Just, I'm so sorry. Let me double check on you. Give me one second.

Speaker speaker_3: 'Cause I know you guys close in like, a little bit, so I don't wanna... I know, like, Sunday was my last day.

Speaker speaker_2: All right, we, we'll still have time. Um, just don't worry. I just need to check on that.

Speaker speaker_3: Okay.

Speaker speaker_2: No, don't worry.

Speaker speaker_3: Gotcha.

Speaker speaker_2: Okay.

Speaker speaker_3: Okay. All right.

Speaker speaker_2: Ma'am?

Speaker speaker_3: Yeah, hello?

Speaker speaker_2: Okay. All right, yes. I did in fact see a part there, so I went ahead and enrolled you in Dental, Vision Plus, and then StayHealthy. Um, your premium will be \$50.76 for paycheck.

Speaker speaker_3: Perfect.

Speaker speaker_2: Benefits will start the following Monday, after we receive the first premium from your employer. Your new ID card will be authorized to generate in the system. It will be mailed out to you within seven to 10 days after the benefits are active. Now, the VIP ID card, that one, the carriers do not send physical. You will receive it to your email. If you need a physical card for, specifically for that, um, plan, you can give us a call and we can request one after the benefits are active. Right?

Speaker speaker_3: Okay, yeah, I'm gonna need a physical one. Gotcha, gotcha.

Speaker speaker_2: Okay. And if you need to use your benefits before the, um, ID card arrives, you can give us a call. If they are generated in the system, we can send you them right once you email.

Speaker speaker_3: Yes, okay. How long does it take for, for the card to come in?

Speaker speaker_2: Well, the system is showing me that if we receive the premium from your employer on Monday, the 30th, your benefits should be active. But that is going to depend on when your company process the information that we send them and set up the payment through your payroll.

Speaker speaker_3: Gotcha.

Speaker speaker_2: But if they do it the way it should go, then Monday the 30th most likely is that the benefits will be active.

Speaker speaker_3: Okay, gotcha.

Speaker speaker_2: All right? Is there any questions?

Speaker speaker_3: No, that's, that's every... So, will the money get, uh, start being taken out of my account this week or...

Speaker speaker_2: Um, mm, most likely on the 20... I mean, I'm sorry, on the 27th. You get paid on Friday.

Speaker speaker_3: Okay. Yeah, okay.

Speaker speaker_2: You info.

Speaker speaker_3: Okay, gotcha. Perfect. So I don't-

Speaker speaker_2: It's only effective, the following Monday after we receive the, um, the payment that the benefits become effective.

Speaker speaker_3: Gotcha. Okay, perfect.

Speaker speaker_2: All right.

Speaker speaker_3: Thank you.

Speaker speaker_2: Thank you very much. Of course it's late and have great rest of the day. Happy holidays.

Speaker speaker_3: Happy holidays. Thank you. Bye-bye.