

Transcript: Pearl

Rojas-5531386634092544-6445754838204416

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else is speaking with? Hi, my name's Kelly Trudeson. And how can I assist you? Um, I was referred by Quantie at ADM in Marshall to talk to you about health insurance plans. But I only work 24 hou- 25 hours in a week, so I'm not sure if I qualify. Um, you do, as long as you work for a staff in EGC. Which staff in EGC do you work for? I'm sorry, say that again? What staff in EGC do you work for? Um, ADM at Marshall, Minnesota. A, I'm sorry, you said ADM? Yeah. Archer Daniels Midland. Hum, I don't have a staff in EGC with that name. Um- Oh, really? Yeah, give me one moment. Let me just verify on another list here I have. Um, he is under a company called DTC. Okay, let me see if I have... Oh wait, DTC, yes. That one I have. Okay, and what is the last four digits of your Social? Um, 6789. All righty. And can you verify your address and date of birth? Yes, it's 18070 Crown Avenue and I was born on March 8th, 2000. Okay, the city and state? Um, sorry, Walnut Grove, Minnesota. Okay, and your phone number is 507-626-4704? Yes. Can I have your email address as your first name, your last name, @gmail.com? Yep. Okay, and did you know what you're wanting to enroll in? Or you need more information? Um, I was just looking for more information. Okay. So right now, the company's actually in open enrollment, so you have until the 14th of February to enroll. Oh. I can send you a copy of the benefit guide to your email, and that's going to show you all the plans that are offered, um, how much they cover for each service, how much the plan, it costs itself. They are weekly deductions, um, and then it just depends on how many plans you choose because everything is separate, and then who you want to cover. Okay. Um, 'cause you can choose for just yourself. You can choose for you and your spouse, you and your children, or you and the whole family. So it just depends on what you're looking for. Okay. And, um, that should show you- I did enroll... Uh-huh. I did enroll earlier on, like, the 2nd of January. Um, and I did say I had previous medical insurance. But since... 'cause it's, um, medical assistance, and since I'm at 25 hours a week, I'll, like, not be able to get that, you know, blah, blah, blah. But I was wondering if that would be fine if I, like, re-enrolled even though previously I said that I have another insurance. Yeah, no that, that has no effect. Um, I, I see where you declined it. Well, the coverage was declined in February, but because your company's in open enrollment it basically you can make any changes, enroll, cancel, um, add pe- add your dependents on, on all that stuff within this timeframe. Um, and like I said, it's for, until the 14th of February. Okay, awesome. This email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder, okay? Okay. And then whenever you're ready to enroll you just give us a call back at this number, or you can go to the website, um, which if you'd like I can give that to you, or if you'd rather just call back that's fine as well. I could do the website. Okay, that website is www.mybiac... BAC? BIAC. BAC, okay. ...com.

Okay. /workatfocus. Workatfocus. All right. And then when you get there you'll just hit where it says Enroll/Decline, Register, and then you'll be able to make your selections. Okay. All right. Thank you so much for calling. You have a great day. Awesome, thank you.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else is speaking with?

Speaker speaker_2: Hi, my name's Kelly Trudeson.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I was referred by Quantie at ADM in Marshall to talk to you about health insurance plans. But I only work 24 hou- 25 hours in a week, so I'm not sure if I qualify.

Speaker speaker_1: Um, you do, as long as you work for a staff in EGC. Which staff in EGC do you work for?

Speaker speaker_2: I'm sorry, say that again?

Speaker speaker_1: What staff in EGC do you work for?

Speaker speaker_2: Um, ADM at Marshall, Minnesota.

Speaker speaker_1: A, I'm sorry, you said ADM?

Speaker speaker_2: Yeah. Archer Daniels Midland.

Speaker speaker_1: Hum, I don't have a staff in EGC with that name. Um-

Speaker speaker_2: Oh, really?

Speaker speaker_1: Yeah, give me one moment. Let me just verify on another list here I have.

Speaker speaker_2: Um, he is under a company called DTC.

Speaker speaker_1: Okay, let me see if I have... Oh wait, DTC, yes. That one I have. Okay, and what is the last four digits of your Social?

Speaker speaker_2: Um, 6789.

Speaker speaker_1: All righty. And can you verify your address and date of birth?

Speaker speaker_2: Yes, it's 18070 Crown Avenue and I was born on March 8th, 2000.

Speaker speaker_1: Okay, the city and state?

Speaker speaker_2: Um, sorry, Walnut Grove, Minnesota.

Speaker speaker_1: Okay, and your phone number is 507-626-4704?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as your first name, your last name, @gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, and did you know what you're wanting to enroll in? Or you need more information?

Speaker speaker_2: Um, I was just looking for more information.

Speaker speaker_1: Okay. So right now, the company's actually in open enrollment, so you have until the 14th of February to enroll.

Speaker speaker_2: Oh.

Speaker speaker_1: I can send you a copy of the benefit guide to your email, and that's going to show you all the plans that are offered, um, how much they cover for each service, how much the plan, it costs itself. They are weekly deductions, um, and then it just depends on how many plans you choose because everything is separate, and then who you want to cover.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, 'cause you can choose for just yourself. You can choose for you and your spouse, you and your children, or you and the whole family. So it just depends on what you're looking for.

Speaker speaker_2: Okay.

Speaker speaker_1: And, um, that should show you-

Speaker speaker_2: I did enroll...

Speaker speaker_1: Uh-huh.

Speaker speaker_2: I did enroll earlier on, like, the 2nd of January. Um, and I did say I had previous medical insurance. But since... 'cause it's, um, medical assistance, and since I'm at 25 hours a week, I'll, like, not be able to get that, you know, blah, blah, blah. But I was wondering if that would be fine if I, like, re-enrolled even though previously I said that I have another insurance.

Speaker speaker_1: Yeah, no that, that has no effect. Um, I, I see where you declined it. Well, the coverage was declined in February, but because your company's in open enrollment it basically you can make any changes, enroll, cancel, um, add pe- add your dependents on, on all that stuff within this timeframe. Um, and like I said, it's for, until the 14th of February.

Speaker speaker_2: Okay, awesome.

Speaker speaker_1: This email is gonna come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox try your spam or junk folder, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: And then whenever you're ready to enroll you just give us a call back at this number, or you can go to the website, um, which if you'd like I can give that to you, or if you'd rather just call back that's fine as well.

Speaker speaker_2: I could do the website.

Speaker speaker_1: Okay, that website is www.mybiac...

Speaker speaker_2: BAC?

Speaker speaker_1: BIAC.

Speaker speaker_2: BAC, okay.

Speaker speaker_1: ...com.

Speaker speaker_2: Okay.

Speaker speaker_1: /workatfocus.

Speaker speaker_2: Workatfocus. All right.

Speaker speaker_1: And then when you get there you'll just hit where it says Enroll/Decline, Register, and then you'll be able to make your selections.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Thank you so much for calling. You have a great day.

Speaker speaker_2: Awesome, thank you.