

Transcript: Priscilla

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Full Transcript

Good afternoon. Thanks for calling Benefits ... My name is Priscilla. Who do I have the pleasure of speaking to? Hi, Priscilla. This is Brittany Johnson. Hello? Hello? I'm sorry, what? Hello? Hello? Hello. Hello? Hello. Hello. Hello? Hi, I'm still here. Hi. Yes, ma'am. Who did I have the pleasure, pleasure of speaking to? Brittany Johnson. Hi, Ms. Johnson. Can I have the name of the employer and the last four digits of the Social Security number? Surge Staffing, 6700. Mm-hmm. All right, bear with me one second. Okay. This Brittany Johnson? Yes. Yes, ma'am. Okay. For security purposes, just to ensure I'm in the correct file, can you please verify your full address and date of birth, please? My address is 45 Sycamore Drive, West Point, Mississippi 388... I'm sorry, 39773. Thank you so much, Ms. Johnson. We have a phone number here on file. It is 662-295-5045. Correct. Yeah, and we have an email address at britwalk@gmail.com. Correct. Okay. Thank you for that information. How can I assist you today? Uh, I'm trying to use the, um, portal, app portal online and, um, just to see if my benefits have started. Have they started just yet? What benefits did you enroll in? Um, I'm trying to get to... uh, I do want the medical, vision, dental, and, uh, um, something else. Let me see. But I thought I had enrolled in everything already. I haven't. Mm-hmm. Does it say I haven't? Okay. Yes, ma'am. I have here, um, saying on file, uh, your plan's benefit offices, group accident. We have dental disability, um, critical illness, term life, and vision. Okay. And then, is it... and then i-... about the medical, though, is it paid for while I'm working at least 40 hours, or how does it work? You have to enroll in the medical as well, Ms. Johnson. Okay. How do I go about doing that? I can go ahead and do that for you here while we're online, if that's fine. Okay. All right. What plan are you looking for, um, to enrollment on medical? Okay. Is there any way I can look at the plan online? We could s-... I could send you a benefit guide here, um, to your email, so you can have, so you can look, um, at what- Yeah. ... is being offered for you. Mm-hmm. Okay. Bear with me one second, so I can go ahead and send that for you. If you don't mind, I'll put you on hold while I go ahead and send that out for you. Thanks. Uh-huh. Hi, Ms. Johnson. Are you still there? Yes, ma'am. Hi, yes, ma'am. Uh, I was looking here. Um, we have about four options that is being offered for you- Mm-hmm. ... um, here with looking, um... Uh, let me go see. Okay. We have an option of, uh, preventive care, which is not... Uh, medical is not included for coverage on there. We also have the VIP Standard and also the VIP Classic. Um, before we proceed, I wanted to let you know, I did send out the email. If you wanna open up your email, um, I sent out, uh, your beneficial- Yeah. I'm, I'm- ... information. ... looking at it now. Okay. You got it open? Yeah. So- Okay. Uh, so medical is not provided, right, I'm saying, for free? I thought I was reading something that was for free. For the- I thought it was for... Yeah. I'm listening. Uh-huh. For the preventive care- Okay. ... it's not- Only? It's not included. Uh-huh. So the pre- preventative care is only offered for free if I work at least 30 hours, correct? Mm, no, ma'am. No. I'm confused. Where did I

read that at? So nothing is free as long as you work for it? Yes, ma'am. Nothing's free. Okay. No, ma'am. All right. Let me see. Um, I'll take the stay healthy. No, just lemme get the Standard just for me. Okay. So you'll just take Standard? Yes. So I do want the Standard for the medical. Okay. I want the short-term disability. I want the, um, critical illness for me and my two children. Um, I need the vision. Uh, \$2, uh, the \$2.15. I'll take- Okay. ... um- Bear with me one second. Okay. Then... Uh-huh. Sorry about that, Ms. Johnson. That's okay. Okay. So we have the VIP Standard. We have your, um, short-term disability. Okay? Mm-hmm. Do you want the- Where's the critical illness? Critical illness for... Let's see. Yep. Okay. When you have that- Yes. ... is that available for me and my two children? For yourself and each other. Yes. Two. Yes. Okay. Two... There's different fees, different price. We have different price on there. Hmm. I just see a 3.88. Uh-huh. Is that for me and my kids? For the children or for the employee only? Is that what you're looking for, Ms. Johnson? I need employee and two children. Employee and two children? Yeah. It's just an option for it, only has availability for, uh, employee only for yourself. Okay. You got it. Okay. Let me take the employee only. Okay. Um, I'll take the vision. Vision. Okay. And, um, 24-hour weekly deduction. Uh, what's that? What's the 24-hour group accident? What is group accident? What's that? Uh, Group F is- Oh, okay. I'm looking at it. Never mind. Uh-huh. I'm sorry, I see it. Let me take that for the children's, employee and children. Okay. We have that here. All right. And then I'll also take the, um, term life for the employee and children. For the employee and children as well? Okay. Okay, so anything else would want to be added here before I repeat what we have, so, so far? Yeah. Give me just a second. Okay. This is Harris Britton. Hi. Okay, what's the name? Hmm, what's the name? Okay, um, let me check. Miss, uh, Miss, uh, Angie. Okay. All right. Bye. Hang on just a second for me. Yeah, fine. No worries. Okay, I'm sorry. I'm back. Um- Okay. You're fine. Did, did you grab... Did you also add dental just for me? Okay. Just for yourself? Okay. Okay, so what I have here is the IMA VIP standard. I also have employee only. We have your... is for \$17.53. Uh, we have dental for employee only for \$4.17. We have disability for employee only, \$461. Um, we also have term- Wait, wait, wait, wait, wait. Uh-huh. Uh-oh. So you do have, um, hang on just a second. You're fine. She was not... I mean, hold on just a second. She, um... Okay. I just want to make sure I have everything right. So I have- Uh-huh. ... um, VIP standard, \$17.53. Mm-hmm. Uh, short-term disability, \$461. Mm-hmm. Um, critical illness, \$388. I have the group, 24-hour group is \$298... \$294. Yes, ma'am. Uh, vision, you can take vision off. I don't need vision. Take that off. Okay. So, you want me to take it off? Okay. Yeah. And term life, you got me and my two children, \$189. Great. Yes, ma'am. Mm-hmm. Uh, dental, \$417. Great. Yes, ma'am. All right, and then that's it. Okay, so we have all that set except the vision that we did opt out of. Okay? Mm-hmm. Anything else would you like to add? Hmm. No, I think that might be good. Okay, so we're looking at a total of \$35.12 that will be- Can we- ... billed to you weekly. Yes, ma'am. Okay. That's fine. Okay. Are they authorized to, um, proceed with this, with this enrollment? Hmm, yes. Okay. Okay, so we're gonna go ahead and add your children, um, here, so dependents here. All right. Well, we have, uh, Taurus Ray, Taurus Johnson and then we have Tucker Johnson. Mm-hmm. Okay. And their birthdates we have November 9th, 2021, and we also have, for Tucker, we have August 28th, 2021. Correct. Okay. They were both born on the same year? No, you have 11/9... No? ... 11/9/16 and then- 11- ... 8/20... Yeah, 11/9/2016. Okay. And then there's 8/28/21. Okay. So we have... Okay. We'll go ahead and fix that one. 11/9/2016 and we have August 28th, 2021. Perfect. Okay. All right, so... So for- I need you to... Okay. For term life, uh,

your beneficiary, who would you like, um, to set up there? Um, is my mom on there? Is Katina Pickens on there? Do I have her last name at all? Yes, what's her last name? I don't see her here but we can add her on here. What's her last name? Pickens. P-I- Oh. ... C-K. Uh-huh. Okay. Can we do first name? Sorry about that, Ms. Johnson. So we'll do her first name. K-A-T-A... No, I'm sorry. K-A-T-I-N-A. K-A-T, yeah. Okay. K-A-T- I-N-A. Then Pickens is P-I-C-K-E-N-S. P-I-N-C-A- P-I-C-K. P-I-C-K-E-N-S. Okay. So, Katina? Yes. Okay. And that's your mother? Okay. Yes. All right. And you want her to receive the 100% on that? Yes. Okay. Okay. Okay, so we will be sending out the... Yes, please allow one to two weeks, um, to receive your, uh... Okay. So please allow one to two weeks for, you know, your employer to start making deductions, coverage, activation and policy numbers on your ID card information, okay? Okay. All right. And that will be it. Um, I think we're pretty set on here. All righty. Uh, your ID cards will be sent. I will be sending your ID cards through email, um, that should be received, it takes up to seven to ten business days. Mm-hmm. Um, and then you should receive your, uh, physical ID cards, you should receive those, um, within the one to two weeks. Okay. After the first deduction off your check. Okay. Okay? All righty. If anything else I can help you with, Ms. Johnson? No, ma'am. Thank you. Thank you. Have a wonderful day. Mm-hmm.

Conversation Format

Speaker speaker_0: Good afternoon. Thanks for calling Benefits ... My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: Hi, Priscilla. This is Brittany Johnson. Hello? Hello?

Speaker speaker_2: I'm sorry, what?

Speaker speaker_1: Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: Hello.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello. Hello.

Speaker speaker_0: Hello?

Speaker speaker_1: Hi, I'm still here.

Speaker speaker_0: Hi. Yes, ma'am. Who did I have the pleasure, pleasure of speaking to?

Speaker speaker_1: Brittany Johnson.

Speaker speaker_0: Hi, Ms. Johnson. Can I have the name of the employer and the last four digits of the Social Security number?

Speaker speaker_1: Surge Staffing, 6700.

Speaker speaker_0: Mm-hmm. All right, bear with me one second. Okay. This Brittany Johnson?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am. Okay. For security purposes, just to ensure I'm in the correct file, can you please verify your full address and date of birth, please?

Speaker speaker_1: My address is 45 Sycamore Drive, West Point, Mississippi 388... I'm sorry, 39773.

Speaker speaker_0: Thank you so much, Ms. Johnson. We have a phone number here on file. It is 662-295-5045.

Speaker speaker_1: Correct.

Speaker speaker_0: Yeah, and we have an email address at britwalk@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Thank you for that information. How can I assist you today?

Speaker speaker_1: Uh, I'm trying to use the, um, portal, app portal online and, um, just to see if my benefits have started. Have they started just yet?

Speaker speaker_0: What benefits did you enroll in?

Speaker speaker_1: Um, I'm trying to get to... uh, I do want the medical, vision, dental, and, uh, um, something else. Let me see. But I thought I had enrolled in everything already. I haven't.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Does it say I haven't?

Speaker speaker_0: Okay. Yes, ma'am. I have here, um, saying on file, uh, your plan's benefit offices, group accident. We have dental disability, um, critical illness, term life, and vision.

Speaker speaker_1: Okay. And then, is it... and then i... about the medical, though, is it paid for while I'm working at least 40 hours, or how does it work?

Speaker speaker_0: You have to enroll in the medical as well, Ms. Johnson.

Speaker speaker_1: Okay. How do I go about doing that?

Speaker speaker_0: I can go ahead and do that for you here while we're online, if that's fine.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. What plan are you looking for, um, to enrollment on medical?

Speaker speaker_1: Okay. Is there any way I can look at the plan online?

Speaker speaker_0: We could s-... I could send you a benefit guide here, um, to your email, so you can have, so you can look, um, at what-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... is being offered for you. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one second, so I can go ahead and send that for you. If you don't mind, I'll put you on hold while I go ahead and send that out for you.

Speaker speaker_1: Thanks.

Speaker speaker_0: Uh-huh. Hi, Ms. Johnson. Are you still there?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Hi, yes, ma'am. Uh, I was looking here. Um, we have about four options that is being offered for you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, here with looking, um... Uh, let me go see. Okay. We have an option of, uh, preventive care, which is not... Uh, medical is not included for coverage on there. We also have the VIP Standard and also the VIP Classic. Um, before we proceed, I wanted to let you know, I did send out the email. If you wanna open up your email, um, I sent out, uh, your beneficial-

Speaker speaker_1: Yeah. I'm, I'm-

Speaker speaker_0: ... information.

Speaker speaker_1: ... looking at it now.

Speaker speaker_0: Okay. You got it open?

Speaker speaker_1: Yeah. So-

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, so medical is not provided, right, I'm saying, for free? I thought I was reading something that was for free.

Speaker speaker_0: For the-

Speaker speaker_1: I thought it was for... Yeah. I'm listening.

Speaker speaker_0: Uh-huh. For the preventive care-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it's not-

Speaker speaker_1: Only?

Speaker speaker_0: It's not included. Uh-huh.

Speaker speaker_1: So the pre- preventative care is only offered for free if I work at least 30 hours, correct?

Speaker speaker_0: Mm, no, ma'am. No.

Speaker speaker_1: I'm confused. Where did I read that at? So nothing is free as long as you work for it?

Speaker speaker_0: Yes, ma'am. Nothing's free.

Speaker speaker_1: Okay.

Speaker speaker_0: No, ma'am.

Speaker speaker_1: All right. Let me see. Um, I'll take the stay healthy. No, just lemme get the Standard just for me.

Speaker speaker_0: Okay. So you'll just take Standard?

Speaker speaker_1: Yes. So I do want the Standard for the medical.

Speaker speaker_0: Okay.

Speaker speaker_1: I want the short-term disability. I want the, um, critical illness for me and my two children. Um, I need the vision. Uh, \$2, uh, the \$2.15. I'll take-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um-

Speaker speaker_0: Bear with me one second.

Speaker speaker_1: Okay. Then...

Speaker speaker_0: Uh-huh. Sorry about that, Ms. Johnson.

Speaker speaker_1: That's okay.

Speaker speaker_0: Okay. So we have the VIP Standard. We have your, um, short-term disability. Okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you want the-

Speaker speaker_1: Where's the critical illness?

Speaker speaker_0: Critical illness for... Let's see. Yep. Okay.

Speaker speaker_1: When you have that- Yes.

Speaker speaker_0: ... is that available for me and my two children?

Speaker speaker_1: For yourself and each other. Yes. Two. Yes. Okay.

Speaker speaker_0: Two... There's different fees, different price. We have different price on there.

Speaker speaker_1: Hmm. I just see a 3.88.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Is that for me and my kids?

Speaker speaker_0: For the children or for the employee only? Is that what you're looking for, Ms. Johnson?

Speaker speaker_1: I need employee and two children.

Speaker speaker_0: Employee and two children?

Speaker speaker_1: Yeah.

Speaker speaker_0: It's just an option for it, only has availability for, uh, employee only for yourself.

Speaker speaker_1: Okay. You got it. Okay. Let me take the employee only.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, I'll take the vision.

Speaker speaker_0: Vision. Okay.

Speaker speaker_1: And, um, 24-hour weekly deduction. Uh, what's that? What's the 24-hour group accident? What is group accident? What's that?

Speaker speaker_0: Uh, Group F is-

Speaker speaker_1: Oh, okay. I'm looking at it. Never mind.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I'm sorry, I see it. Let me take that for the children's, employee and children.

Speaker speaker_0: Okay. We have that here.

Speaker speaker_1: All right. And then I'll also take the, um, term life for the employee and children.

Speaker speaker_0: For the employee and children as well? Okay. Okay, so anything else would want to be added here before I repeat what we have, so, so far?

Speaker speaker_1: Yeah. Give me just a second.

Speaker speaker_0: Okay.

Speaker speaker_1: This is Harris Britton. Hi. Okay, what's the name? Hmm, what's the name? Okay, um, let me check. Miss, uh, Miss, uh, Angie. Okay. All right. Bye. Hang on just a

second for me.

Speaker speaker_0: Yeah, fine. No worries.

Speaker speaker_1: Okay, I'm sorry. I'm back. Um-

Speaker speaker_0: Okay. You're fine.

Speaker speaker_1: Did, did you grab... Did you also add dental just for me? Okay.

Speaker speaker_0: Just for yourself? Okay. Okay, so what I have here is the IMA VIP standard. I also have employee only. We have your... is for \$17.53. Uh, we have dental for employee only for \$4.17. We have disability for employee only, \$461. Um, we also have term-

Speaker speaker_1: Wait, wait, wait, wait, wait.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Uh-oh. So you do have, um, hang on just a second.

Speaker speaker_0: You're fine.

Speaker speaker_1: She was not... I mean, hold on just a second.

Speaker speaker_0: She, um... Okay. I just want to make sure I have everything right. So I have- Uh-huh.

Speaker speaker_1: ... um, VIP standard, \$17.53.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, short-term disability, \$461.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, critical illness, \$388. I have the group, 24-hour group is \$298... \$294.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Uh, vision, you can take vision off. I don't need vision. Take that off.

Speaker speaker_0: Okay. So, you want me to take it off? Okay.

Speaker speaker_1: Yeah. And term life, you got me and my two children, \$189. Great.

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Uh, dental, \$417. Great.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, and then that's it.

Speaker speaker_0: Okay, so we have all that set except the vision that we did opt out of. Okay?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Anything else would you like to add?

Speaker speaker_1: Hmm. No, I think that might be good.

Speaker speaker_0: Okay, so we're looking at a total of \$35.12 that will be-

Speaker speaker_1: Can we-

Speaker speaker_0: ... billed to you weekly. Yes, ma'am.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Okay. Are they authorized to, um, proceed with this, with this enrollment?

Speaker speaker_1: Hmm, yes.

Speaker speaker_0: Okay. Okay, so we're gonna go ahead and add your children, um, here, so dependents here. All right. Well, we have, uh, Taurus Ray, Taurus Johnson and then we have Tucker Johnson.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And their birthdates we have November 9th, 2021, and we also have, for Tucker, we have August 28th, 2021.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. They were both born on the same year?

Speaker speaker_1: No, you have 11/9...

Speaker speaker_0: No?

Speaker speaker_1: ... 11/9/16 and then-

Speaker speaker_0: 11-

Speaker speaker_1: ... 8/20... Yeah, 11/9/2016.

Speaker speaker_0: Okay.

Speaker speaker_1: And then there's 8/28/21.

Speaker speaker_0: Okay. So we have... Okay. We'll go ahead and fix that one. 11/9/2016 and we have August 28th, 2021. Perfect. Okay. All right, so... So for-

Speaker speaker_3: I need you to...

Speaker speaker_0: Okay. For term life, uh, your beneficiary, who would you like, um, to set up there?

Speaker speaker_3: Um, is my mom on there? Is Katina Pickens on there? Do I have her last name at all?

Speaker speaker_0: Yes, what's her last name? I don't see her here but we can add her on here. What's her last name?

Speaker speaker_3: Pickens. P-I-

Speaker speaker_0: Oh.

Speaker speaker_3: ... C-K. Uh-huh.

Speaker speaker_0: Okay. Can we do first name? Sorry about that, Ms. Johnson. So we'll do her first name.

Speaker speaker_3: K-A-T-A... No, I'm sorry. K-A-T-I-N-A.

Speaker speaker_0: K-A-T, yeah. Okay. K-A-T-

Speaker speaker_3: I-N-A. Then Pickens is P-I-C-K-E-N-S.

Speaker speaker_0: P-I-N-C-A-

Speaker speaker_3: P-I-C-K. P-I-C-K-E-N-S.

Speaker speaker_0: Okay. So, Katina?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. And that's your mother? Okay.

Speaker speaker_3: Yes.

Speaker speaker_0: All right. And you want her to receive the 100% on that?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. Okay. Okay, so we will be sending out the... Yes, please allow one to two weeks, um, to receive your, uh... Okay. So please allow one to two weeks for, you know, your employer to start making deductions, coverage, activation and policy numbers on your ID card information, okay?

Speaker speaker_3: Okay.

Speaker speaker_0: All right. And that will be it. Um, I think we're pretty set on here. All righty. Uh, your ID cards will be sent. I will be sending your ID cards through email, um, that should be received, it takes up to seven to ten business days.

Speaker speaker_3: Mm-hmm.

Speaker speaker_0: Um, and then you should receive your, uh, physical ID cards, you should receive those, um, within the one to two weeks.

Speaker speaker_3: Okay.

Speaker speaker_0: After the first deduction off your check.

Speaker speaker_3: Okay.

Speaker speaker_0: Okay? All righty. If anything else I can help you with, Ms. Johnson?

Speaker speaker_3: No, ma'am. Thank you.

Speaker speaker_0: Thank you. Have a wonderful day.

Speaker speaker_3: Mm-hmm.