

Transcript: Sara

Marulanda-4941947100151808-5604948518060032

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. May I speak with Anjanaffin Patel? Yes. Hi, is that Ms. Patel? Yeah. Hi. How you doing today, ma'am? Good. Good. Good. Okay, we're calling you from Benefits in a Card on behalf of Hospitality Staffing Solutions. Yeah. Okay, ma'am, um, we're processing the enrollments, eh, on healthcare coverage, but we got two enrollments for you. Eh, one enrollment, eh, was for employee only. Uh-huh. It was short-term disability, critical illness, and BIP standard. And the other enrollment is for employee plus a spouse. Yeah. And, eh, it was for group accidents, short-term disability for employee only, and critical illness and BIP standard for employee, uh, employee plus a spouse. So, the question is, which one is the correct enrollment? Okay. Um, enrollment with my, my husband, but I only want, um, medical. Um, and yeah, that's it. I don't want- Okay. ... all this, all this critical, um- You don't want the critical illness? Um- No group accidents? Only keep group accident for me and my husband. Everything else, I don't want it. No medical either? No, I want medical for m- for me and spouse. Okay. So let me explain you this. Yeah. Medical is one and group accident is another one. So do you want to keep both or just one? Um, so how mu- I mean, what is the difference in how m- how much for both? Okay. The, the, the... Okay, let me tell you. Yeah. Can I know, can I know the medical? Yes, sure. Okay, hold on. Uh, let me give you that information. In the one that you are enrolled right now- Uh-huh. ... eh, that one is just for yourself. So- Oh. ... do you want it for yourself an-... Yourself only is \$22.80 for critical illness, medical, and short-term disability. Now, for yourself and your spouse, for group accident, critical illness, medical and short-term disability, it is \$41.45. If you want only the medical, right? Yeah. And the medical will be, uh, \$16.81. The, eh, critical... I mean, no, I'm sorry. The medical for yourself and your spouse is gonna be \$31.46. The critical illness for you two is gonna be \$3.59. The accident for you two is gonna be \$2.74. And the short-term disability, which will be only for yourself, is gonna be \$3.66. Okay. Okay. So I will keep, um, medical for me and my husband, \$31.46. Okay. And, um, add \$2.74 for, um, group acc- accident. Accident. Yeah. Okay. For, for both of us. So no... Okay, no critical illness, right? No critical illness, no. And no short-term disability? No short-term disability, no. Okay, so the total weekly deduction is gonna be \$34.20. Yes, that's right. Okay. Okay, so give me just a minute. What I gonna do is I gonna... I need to cancel the previous enrollments. No. Okay, hold on. Just a minute, I'm waiting for this system to download. Right now, you are enrolled in critical illness, BIP standard and short-term disability. It's gonna take 7 to 10 business days for the short-term disability to disappear from the account. Okay. Um, you're gonna keep going with the critical illness and with the BIP standard, and it's gonna... BIP standard is the medical, I'm sorry. Um... Okay, and now... do, do, do, do, do, do. Okay. And let me just- So, only medical and group accident, right? Yes. Only- Yeah. ... medical and group accident for yourself and your spouse. Yeah. Now, I'm gonna need your spouse information.

Okay. Gonna be \$34. Yeah. Okay, now we got. Okay. So... Okay, I need your spouse first name. His first name is Harish, H-A-R-I-S-H B-H-A-I. Okay, hold on. H-A-R-I, what else? S-H. S-H. B-H. B-H. A-I. A-I? Yes. Okay, any middle initial? No. No. And last name is Patel. Okay. Same as you? Yes. Let's see. P-A-T-E-L. And, uh, do you know his Social Security number? Yes, I do know. Hm. Give me one second. Sure. Okay. Yes. It's 861-30-4635. Okay, and his date of birth? His date of birth is, um, February 12, 1961. 12? Yes. February 12, 1961. 1961. Yeah. Okay. We got him. Okay. Now, uh, for the group accident, we need a beneficiary. Like, who would you like to be the beneficiary? My spouse. Okay. I got you. Perfect. Okay. So please remember, um, the plans that you don't want to have, they're going to take seven to 10 business days to, um, to cancel. Okay. And you sh- uh, and you need to allow one to two weeks for your employer to start making the new deductions, the ones that will cover your, uh, your spouse. Okay. All right. And can you confirm by, con- confirm my spouse first name? Okay. We got Harishbhai. It is spelt H-A-R-I-S-H-B-H-A-I. Yes. That's correct. Thank you. Okay. Yes. Okay. I'm just remembering one- And, and one... Yeah, one more question. Yeah. So do I, do I receive, uh, my insurance card in the mail? Okay. Um, let me check that here. Okay. So, uh, first and everything before I close this window. Um, you want him to be your, uh, beneficiary for the group accident. Is that correct? Yes. Okay. Thank you. Okay. Now, in the mail? Yes. You're going to receive your ID cards in the mail. No, they're going to be sent to your email, but I'm going to make a request for that to be sent to your mail. It's going to take like two to three weeks. Okay. But in the meantime, you can use the, the ones that you will receive on the mail. Okay? Okay. And- On the email, I'm sorry. Yep. And, uh, uh, what is the name of the insurance? Medical insur- It's AP-, APL. American Public Life. A-P-L. American Public Life? Yes, ma'am. Okay. American Public Life. Okay. And, um, if I, if I log in online, uh, am I able to get, like, physical... I mean, not physical, um, a copy of my, uh, card in the phone? Okay. Let me check that for you. Your coverage just became active today. Okay. So, uh, your cards are not going to be ready until by... between Thursday and Friday. Okay. Okay. So just check on the email during those two days. Okay. And I'm going to send a request for it to be sent out to your mailing address. Okay. And can you also, uh, send request to, uh, send it to my, um, Gmail account? Gmail address? Okay. The one we have here is ruchipatel- Yeah, that's my brother-in-law. ...2014@gmail.com. Yes. Yeah. They're going to send it over there, to that email. Okay. Thank you. All righty, ma'am. You're more than welcome. Um, other than that, do you have any other questions for us, ma'am? Um, no. No, not at this point. All righty, ma'am. So thank you for answering our call from Benefits and the Card. Have a wonderful day. You too. Thank you so much. Okay. You're welcome. Mm-hmm. Bye-bye. Bye-bye. Bye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. May I speak with Anjanaffin Patel? Yes. Hi, is that Ms. Patel? Yeah. Hi. How you doing today, ma'am? Good. Good. Good. Okay, we're calling you from Benefits in a Card on behalf of Hospitality Staffing Solutions. Yeah. Okay, ma'am, um, we're processing the enrollments, eh, on healthcare coverage, but we got two enrollments for you. Eh, one enrollment, eh, was for employee only. Uh-huh. It was short-term disability, critical illness, and BIP standard. And the

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Okay. So, uh, first and everything before I close this window. Um, you want him to be your, uh, beneficiary for the group accident. Is that correct? Yes. Okay. Thank you. Okay. Now, in the mail? Yes. You're going to receive your ID cards in the mail. No, they're going to be sent to your email, but I'm going to make a request for that to be sent to your mail. It's going to take like two to three weeks. Okay. But in the meantime, you can use the, the ones that you will receive on the mail. Okay? Okay. And- On the email, I'm sorry. Yep. And, uh, uh, what is the name of the insurance? Medical insur- It's AP-, APL. American Public Life. A-P-L. American Public Life? Yes, ma'am. Okay. American Public Life. Okay. And, um, if I, if I log in online, uh, am I able to get, like, physical... I mean, not physical, um, a copy of my, uh, card in the phone? Okay. Let me check that for you. Your coverage just became active today. Okay. So, uh, your cards are not going to be ready until by... between Thursday and Friday. Okay. Okay. So just check on the email during those two days. Okay. And I'm going to send a request for it to be sent out to your mailing address. Okay. And can you also, uh, send request to, uh, send it to my, um, Gmail account? Gmail address? Okay. The one we have here is ruchipatel- Yeah, that's my brother-in-law. ...2014@gmail.com. Yes. Yeah. They're going to send it over there, to that email. Okay. Thank you. All righty, ma'am. You're more than welcome. Um, other than that, do you have any other questions for us, ma'am? Um, no. No, not at this point. All righty, ma'am. So thank you for answering our call from Benefits and the Card. Have a wonderful day. You too. Thank you so much. Okay. You're welcome. Mm-hmm. Bye-bye. Bye-bye. Bye.