

Transcript: Sara

Marulanda-6516085928443904-6442318489403392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Matthew Stillinger. Hello. How may I help you? Okay. Um, I work for ISS and I was wondering, how do I enroll... I mean, I've already enrolled, I just need to activate and get my insurance cards t- um, to me in the mail. Okay. Um, may I have, please, the last four digits of your Social Security number? 3686. Okay, Mr. Matthew Stillinger. And just for security purposes, can you please verify your address a- and date of birth? Okay. My date of birth is 12/17/1969. My address is 3440 Wabash, um, Avenue, Apartment C, and that's in Terre Haute, Indiana with the zip code 47803. Thank you very much. And is your email toddthilly812- Yeah. ...@you.com? Phone number 812- Yes, that's correct. Okay. Phone number 812-236-1384? That's correct. Okay, sir. Thank you very much. So, let me check. Okay. So you want... Uh, you need your ID cards to be sent to your mailing address or to your email? Um, to my mailing address. Okay. I'm gonna make the request, but it's gonna take like one to two weeks for them to arrive. Okay. Okay? So yes, I'm going to- All right. ... send them. Sure, sir. Um, other than that, uh, other than send your ID cards to your mailing address, is there anything else that I can help you with? No. Um, is it gonna be like my health insurance, my vision on one and then my, my dental on the other? Or is it all in one ID card or are they all three separate? Okay, let me check. I'm sorry. Okay, your healthcare, your Insure Plus Enhanced is gonna be one card. Your vision is gonna be another card, but you don't have any, um, dental ID card. Let me check that. Well, I'll just stop in on my employer on my... uh, when I go... when I go back to work on Monday, because I work Monday through Thursday and I only have Friday, Saturday, Sunday off. So I could check with them and see. I thought I signed up for dental insurance as well. I mean, I, uh... No, I'm checking the document here, uh, a document from October 18th, 2024. And it says it covers for vision and Insure Enhance for employee only. It does not- Huh. ... mention any dental. But, um, give me just a minute. I'm checking here. You're still under your personal open enrollment period. If you want, I can go ahead and sign you up for dental. It's going to take like two more weeks for you to, uh, see the first deduction and for the coverage to become active. Um, yes, go ahead. Sign me up for that. Yeah. Okay. It's probably not that much. What, like two or three dollars? Uh, uh, \$3.38 per week. That- that's fine. That's better than not having it. Yes. Okay, give me a minute. Right now, right now your deductions are 22... Do, do, do, do, do. Okay, right now they're 24.93 and, uh, in one or two weeks your deductions is going to be \$28.31. Uh, my total deductions? Yes. Right now there are- With- ... the total deductions are 24.93 for vision and medical. But in one or two weeks, for vision, medical and dental is going to be 28.31. \$28.31. Yeah. Okay. So for my health insurance, my dental and my vision is all going to be like 30 some dollars? Yeah, \$28.31. Like less than \$29. Okay. And I have all three of them now? Um, uh... Yes, but, uh, remember- Health, vision,

dental. Okay. Yes. All righty. Just remember- Okay. ... your dental is going to be activated once you see the new deductions. Oh, okay. Okay. All right. I appreciate it. All righty, sir. So, um, yes, that pretty much all. Uh, do you have any other questions for us? No, that'll be about it. All righty, sir. So thank you for calling Benefits in a Cart. I wish you to have a wonderful day, sir. Thank you. You too. Bye-bye. Okay. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Matthew Stillinger. Hello. How may I help you? Okay. Um, I work for ISS and I was wondering, how do I enroll... I mean, I've already enrolled, I just need to activate and get my insurance cards t- um, to me in the mail. Okay. Um, may I have, please, the last four digits of your Social Security number? 3686. Okay, Mr. Matthew Stillinger. And just for security purposes, can you please verify your address a- and date of birth? Okay. My date of birth is 12/17/1969. My address is 3440 Wabash, um, Avenue, Apartment C, and that's in Terre Haute, Indiana with the zip code 47803. Thank you very much. And is your email toddthilly812- Yeah. ...@you.com? Phone number 812- Yes, that's correct. Okay. Phone number 812-236-1384? That's correct. Okay, sir. Thank you very much. So, let me check. Okay. So you want... Uh, you need your ID cards to be sent to your mailing address or to your email? Um, to my mailing address. Okay. I'm gonna make the request, but it's gonna take like one to two weeks for them to arrive. Okay. Okay? So yes, I'm going to- All right. ... send them. Sure, sir. Um, other than that, uh, other than send your ID cards to your mailing address, is there anything else that I can help you with? No. Um, is it gonna be like my health insurance, my vision on one and then my, my dental on the other? Or is it all in one ID card or are they all three separate? Okay, let me check. I'm sorry. Okay, your healthcare, your Insure Plus Enhanced is gonna be one card. Your vision is gonna be another card, but you don't have any, um, dental ID card. Let me check that. Well, I'll just stop in on my employer on my... uh, when I go... when I go back to work on Monday, because I work Monday through Thursday and I only have Friday, Saturday, Sunday off. So I could check with them and see. I thought I signed up for dental insurance as well. I mean, I, uh... No, I'm checking the document here, uh, a document from October 18th, 2024. And it says it covers for vision and Insure Enhance for employee only. It does not- Huh. ... mention any dental. But, um, give me just a minute. I'm checking here. You're still under your personal open enrollment period. If you want, I can go ahead and sign you up for dental. It's going to take like two more weeks for you to, uh, see the first deduction and for the coverage to become active. Um, yes, go ahead. Sign me up for that. Yeah. Okay. It's probably not that much. What, like two or three dollars? Uh, uh, \$3.38 per week. That- that's fine. That's better than not having it. Yes. Okay, give me a minute. Right now, right now your deductions are 22... Do, do, do, do, do. Okay, right now they're 24.93 and, uh, in one or two weeks your deductions is going to be \$28.31. Uh, my total deductions? Yes. Right now there are- With- ... the total deductions are 24.93 for vision and medical. But in one or two weeks, for vision, medical and dental is going to be 28.31. \$28.31. Yeah. Okay. So for my health insurance, my dental and my vision is all going to be like 30 some dollars? Yeah, \$28.31. Like less than \$29. Okay. And I have all three of them now? Um, uh... Yes, but, uh,

remember- Health, vision, dental. Okay. Yes. All righty. Just remember- Okay. ... your dental is going to be activated once you see the new deductions. Oh, okay. Okay. All right. I appreciate it. All righty, sir. So, um, yes, that pretty much all. Uh, do you have any other questions for us? No, that'll be about it. All righty, sir. So thank you for calling Benefits in a Cart. I wish you to have a wonderful day, sir. Thank you. You too. Bye-bye. Okay. You're welcome. Bye-bye.