

Transcript: VICTORIA

Taylor-4547093400305664-6063600500391936

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, this is Alan Rogers. I'm trying to fill out my onboarding at Wagner Staffing and I- Okay. ... have checked boxes... I have checked boxes that I don't want. Mm-hmm. And it won't let me uncheck them. Okay. Are you doing this on a cell phone? No, I'm doing it on a PC. At first I tried it with my PC from home, but the, the lady that's helping me, she told me to come down and she would help me, but we're both having trouble. Um, I don't know how to, to fix that on my end either. Um, I can... Uh, a- have you already started working with them? No, no, no. I'm trying to. So you're in the... You're in the- Like, so when I pick- ... on board ... when you picked the plans. Yeah, so when I pick like... So I guess I have to pick behavioral health, right? She already has it currently. Is that- Okay, let me- Do you- 'Cause once, once I selected it, like FreeRx, I gotta pay for it I guess. It'll let me move the, the, the dot, but it won't let me get rid of it. Okay, give me just one second. So I have to pay for those things? Give me one second and I will verify that. You said you're with Wagner? Uh, I'm trying to work with Wagner, yeah. Wagner? Okay, give me one second. Okay, so you selected the FreeRx and it's not allowing you to get it without the behavioral health. Is that right? Yeah, like when I select a box, it won't let me unselect it. Yeah, because I see you should be able to do FreeRx by itself and not have to get behavioral health. That's if you've ever offered them that in the past. Do I have to have FreeRx? N- no, sir. It... What are you trying to enroll into and what are you trying to decline? Well, I just want basic health. I want the bare minimum right now. Okay, so there's multiple medical plans to choose from. There's the VIP Classic, the VIP Pro, and the MEC standalone. Yeah, and it's got me selected for all of them and it won't let me unselect them. Okay. Yeah, I'm not sure how, without looking at the computer itself and seeing why it's doing that, I don't know how to fix that on my end. Okay. Now, the only thing I can think of to get around that is maybe doing this manually on my end, as in making you a file under Wagner and enrolling you while I have you on the phone. Okay, let's do that. Then when this shows up, because it's gonna be checked as part of this, uh, package, it'll be adjusted on your end? I will make a note to disregard anything that comes through. Okay. All right, so let's see. What is your first and last name? Alan Rogers. @alanrogers. All right, and your full social? 569-53-8558. And your date of birth? 08/06/'69. Okay, and then a full mailing address. 6300 Mosley-Dixon Road. Apartment 208. Does he say his address? Huh? You said, "Apartment 208"? Apartment... 208. P as in Paul. Okay, so apartment- Macon, Georgia. Yeah, Apartment 2-0-8, Paul, P. Okay. Macon, Georgia- Macon, Georgia. ... and the zip code? 31220. All right, let me make sure I got that right. 5300 Mosley-Dixon Road, Apartment 208, P as in Paul, Macon, Georgia, 31220. No, 6300 Mosley-Dixon. 6300. Okay. Phone number, is it the same one you're calling from? Yep. And what is your email address? AlanRogers26@yahoo.com. Alan Rogers... 26. Okay, and what plans are you thinking about enrolling into specifically? Uh, VIP Classic for

employee and spouse. Okay. And, and dental for just myself. Okay. And that's it. All right, so we got the VIP Classic for you and your spouse, and then the dental for employee only? Yep. Okay. What is your spouse's name? Tiffany Rogers. T-I-F-F-A-N-Y. All right, and date of birth? 4-15-68. And what is the social? 57106-3792. Okay, give me just a few seconds. All right, so... And also to let you know, it looks like weekly, um, what will come out for the VIP Classic employee plus spouse and dental for employee only, it should be \$39.11. What's that? All right. So I got the file made and was able to go ahead and process that on my end. Okay. What I'm gonna do is I'm gonna make a note that you... Uh, is it... Are you in the onboarding process? Is that what you're doing? Yes. Okay. Just wanna make sure I have it documented correctly. Um, so I will go ahead and document that you were having issues with filling that out on the onboarding process and just to disregard anything that might come through because of that. What I would also do is see if someone there can help you finish the, the onboarding process and maybe skip that. I don't know if that's possible or not, but I would see if they can do that. Okay. Was that all that you needed help with today? Yeah. Okay. All right. Well, you're good to go on my end. Okay. Awesome. Thank you so much. You're welcome. Have a wonderful day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yeah, this is Alan Rogers. I'm trying to fill out my onboarding at Wagner Staffing and I-

Speaker speaker_0: Okay.

Speaker speaker_1: ... have checked boxes... I have checked boxes that I don't want.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And it won't let me uncheck them.

Speaker speaker_0: Okay. Are you doing this on a cell phone?

Speaker speaker_1: No, I'm doing it on a PC. At first I tried it with my PC from home, but the, the lady that's helping me, she told me to come down and she would help me, but we're both having trouble.

Speaker speaker_0: Um, I don't know how to, to fix that on my end either. Um, I can... Uh, a-have you already started working with them?

Speaker speaker_1: No, no, no. I'm trying to.

Speaker speaker_0: So you're in the... You're in the-

Speaker speaker_1: Like, so when I pick-

Speaker speaker_0: ... on board

Speaker speaker_2: ... when you picked the plans.

Speaker speaker_1: Yeah, so when I pick like... So I guess I have to pick behavioral health, right?

Speaker speaker_2: She already has it currently. Is that-

Speaker speaker_1: Okay, let me-

Speaker speaker_0: Do you-

Speaker speaker_1: 'Cause once, once I selected it, like FreeRx, I gotta pay for it I guess. It'll let me move the, the, the dot, but it won't let me get rid of it.

Speaker speaker_0: Okay, give me just one second.

Speaker speaker_1: So I have to pay for those things?

Speaker speaker_0: Give me one second and I will verify that. You said you're with Wagner?

Speaker speaker_1: Uh, I'm trying to work with Wagner, yeah.

Speaker speaker_2: Wagner?

Speaker speaker_0: Okay, give me one second. Okay, so you selected the FreeRx and it's not allowing you to get it without the behavioral health. Is that right?

Speaker speaker_1: Yeah, like when I select a box, it won't let me unselect it.

Speaker speaker_0: Yeah, because I see you should be able to do FreeRx by itself and not have to get behavioral health.

Speaker speaker_2: That's if you've ever offered them that in the past.

Speaker speaker_1: Do I have to have FreeRx?

Speaker speaker_0: N- no, sir. It... What are you trying to enroll into and what are you trying to decline?

Speaker speaker_1: Well, I just want basic health. I want the bare minimum right now.

Speaker speaker_0: Okay, so there's multiple medical plans to choose from. There's the VIP Classic, the VIP Pro, and the MEC standalone.

Speaker speaker_1: Yeah, and it's got me selected for all of them and it won't let me unselect them.

Speaker speaker_0: Okay. Yeah, I'm not sure how, without looking at the computer itself and seeing why it's doing that, I don't know how to fix that on my end.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, the only thing I can think of to get around that is maybe doing this manually on my end, as in making you a file under Wagner and enrolling you while I have you

on the phone.

Speaker speaker_1: Okay, let's do that. Then when this shows up, because it's gonna be checked as part of this, uh, package, it'll be adjusted on your end?

Speaker speaker_0: I will make a note to disregard anything that comes through.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so let's see. What is your first and last name?

Speaker speaker_1: Alan Rogers. @alanrogers.

Speaker speaker_0: All right, and your full social?

Speaker speaker_1: 569-53-8558.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 08/06/'69.

Speaker speaker_0: Okay, and then a full mailing address.

Speaker speaker_1: 6300 Mosley-Dixon Road. Apartment 208.

Speaker speaker_0: Does he say his address?

Speaker speaker_1: Huh?

Speaker speaker_0: You said, "Apartment 208"?

Speaker speaker_1: Apartment... 208. P as in Paul.

Speaker speaker_0: Okay, so apartment-

Speaker speaker_1: Macon, Georgia. Yeah, Apartment 2-0-8, Paul, P.

Speaker speaker_0: Okay. Macon, Georgia-

Speaker speaker_1: Macon, Georgia.

Speaker speaker_0: ... and the zip code?

Speaker speaker_1: 31220.

Speaker speaker_0: All right, let me make sure I got that right. 5300 Mosley-Dixon Road, Apartment 208, P as in Paul, Macon, Georgia, 31220.

Speaker speaker_1: No, 6300 Mosley-Dixon. 6300.

Speaker speaker_0: Okay. Phone number, is it the same one you're calling from?

Speaker speaker_1: Yep.

Speaker speaker_0: And what is your email address?

Speaker speaker_1: AlanRogers26@yahoo.com. Alan Rogers... 26.

Speaker speaker_0: Okay, and what plans are you thinking about enrolling into specifically?

Speaker speaker_1: Uh, VIP Classic for employee and spouse.

Speaker speaker_0: Okay.

Speaker speaker_1: And, and dental for just myself.

Speaker speaker_0: Okay.

Speaker speaker_1: And that's it.

Speaker speaker_0: All right, so we got the VIP Classic for you and your spouse, and then the dental for employee only?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. What is your spouse's name?

Speaker speaker_1: Tiffany Rogers. T-I-F-F-A-N-Y.

Speaker speaker_0: All right, and date of birth?

Speaker speaker_3: 4-15-68.

Speaker speaker_0: And what is the social?

Speaker speaker_3: 57106-3792.

Speaker speaker_0: Okay, give me just a few seconds. All right, so... And also to let you know, it looks like weekly, um, what will come out for the VIP Classic employee plus spouse and dental for employee only, it should be \$39.11.

Speaker speaker_3: What's that?

Speaker speaker_0: All righty. So I got the file made and was able to go ahead and process that on my end.

Speaker speaker_3: Okay.

Speaker speaker_0: What I'm gonna do is I'm gonna make a note that you... Uh, is it... Are you in the onboarding process? Is that what you're doing?

Speaker speaker_3: Yes.

Speaker speaker_0: Okay. Just wanna make sure I have it documented correctly. Um, so I will go ahead and document that you were having issues with filling that out on the onboarding process and just to disregard anything that might come through because of that. What I would also do is see if someone there can help you finish the, the onboarding process and maybe skip that. I don't know if that's possible or not, but I would see if they can do that.

Speaker speaker_3: Okay.

Speaker speaker_0: Was that all that you needed help with today?

Speaker speaker_3: Yeah.

Speaker speaker_0: Okay. All righty. Well, you're good to go on my end.

Speaker speaker_3: Okay. Awesome. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.