

Transcript: VICTORIA

Taylor-4667265028505600-4582925225476096

Full Transcript

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Hi, I was calling because, um, I'm currently employed, um, with, what is it, the name of the company? BGSS and I was, um, told that I didn't add insurance and that I should call you all and see if I can add it? Okay. Um, what's the last four of your Social Security number? 9555. And, uh, your first and last name? Latroy Miller. Okay. Uh, do you mind verifying your address and date of birth? 7237 Corkland Drive, Apartment 1811, Jacksonville, Florida 32258. And the, uh, phone number? Is that what you asked? Uh, date of birth. Oh, July 8th, 1989. Okay. And then I have your phone number, it's the same one you're calling from? Yes. Okay. And then email, last name at gmail? Latroymiller@gmail.com. Yes. Okay. Um, let's see. Yeah, so I see you have until the 14th of February to get enrolled. Um, do you know what you're wanting to enroll into? Um, what do you want? What are the options? So there's multiple medical plans to choose from. Um, there's also things like, uh, dental, vision, uh, term life, a 24-hour group accident, short-term disability, critical illness, behavioral health and the IDX Social Plus. Um- Oh my gosh. Um, I was just wondering- Yeah. ... well, I just found out that I was, I'm pregnant so I need to get healthcare at this point so- Okay. ... that's how it works for me. Um, what I can do is I can email you a copy of the benefits guide, um, and it will go over, like all the medical plans being offered, what they cover and how much they cost. Um, that way you can look over it and then once you decide on a plan, you can call us back from there. Um, okay. Okay. And will it be, will I be able to use the insurance right away or do I have to wait until February? Or after February 14th? Um, no, so you have until February 14th to get enrolled but the actual, once you do enroll, um, that takes about one to two weeks to be processed through payroll. Mm-hmm. Um, so the coverage would start the following Monday of your first payroll deduction which again, might take up to two weeks after enrolling before you see that first deduction. Okay, so some time in February basically. Okay. Thank you, thank you. Yeah, I wouldn't be able to give you a specific date on my end just because it ultimately depends on when, uh, payroll makes that first deduction. Oh, okay, perfect. Got it. I just got the email. Okay, perfect. Thank you. I will call back. All righty, you have a wonderful day. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, I was calling because, um, I'm currently employed, um, with, what is it, the name of the company? BGSS and I was, um, told that I didn't add insurance and that I should call you all and see if I can add it?

Speaker speaker_0: Okay. Um, what's the last four of your Social Security number?

Speaker speaker_1: 9555.

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: Latroy Miller.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 7237 Corkland Drive, Apartment 1811, Jacksonville, Florida 32258. And the, uh, phone number? Is that what you asked?

Speaker speaker_0: Uh, date of birth.

Speaker speaker_1: Oh, July 8th, 1989.

Speaker speaker_0: Okay. And then I have your phone number, it's the same one you're calling from?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email, last name at gmail?

Speaker speaker_1: Latroymiller@gmail.com. Yes.

Speaker speaker_0: Okay. Um, let's see. Yeah, so I see you have until the 14th of February to get enrolled. Um, do you know what you're wanting to enroll into?

Speaker speaker_1: Um, what do you want? What are the options?

Speaker speaker_0: So there's multiple medical plans to choose from. Um, there's also things like, uh, dental, vision, uh, term life, a 24-hour group accident, short-term disability, critical illness, behavioral health and the IDX Social Plus. Um-

Speaker speaker_1: Oh my gosh. Um, I was just wondering-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... well, I just found out that I was, I'm pregnant so I need to get healthcare at this point so-

Speaker speaker_0: Okay.

Speaker speaker_1: ... that's how it works for me.

Speaker speaker_0: Um, what I can do is I can email you a copy of the benefits guide, um, and it will go over, like all the medical plans being offered, what they cover and how much they cost. Um, that way you can look over it and then once you decide on a plan, you can call us back from there.

Speaker speaker_1: Um, okay. Okay. And will it be, will I be able to use the insurance right away or do I have to wait until February? Or after February 14th?

Speaker speaker_0: Um, no, so you have until February 14th to get enrolled but the actual, once you do enroll, um, that takes about one to two weeks to be processed through payroll.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so the coverage would start the following Monday of your first payroll deduction which again, might take up to two weeks after enrolling before you see that first deduction.

Speaker speaker_1: Okay, so some time in February basically. Okay. Thank you, thank you.

Speaker speaker_0: Yeah, I wouldn't be able to give you a specific date on my end just because it ultimately depends on when, uh, payroll makes that first deduction.

Speaker speaker_1: Oh, okay, perfect. Got it. I just got the email. Okay, perfect. Thank you. I will call back.

Speaker speaker_0: All righty, you have a wonderful day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.