

Transcript: VICTORIA

Taylor-4890540918489088-5518424267866112

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I am attempting to complete the, um, enrollment form online. I got with ATC, um, doing my, um, paperwork and whatnot, and I think I've kind of messed up. I've got two of the little bubbles checked and I can't uncheck them. I'm trying to pick the right medical coverage. Okay, um- Is there any way I can undo that? I, I don't know. Um- ... I can try and, uh, pull up your file and if anything, just enroll you on my end. Um- Okay. What's the name of the agency you're with? ATC Healthcare Services. Okay. And the, uh, last four of your Social? 9764. All right. And your first and last name? Verichica Muff. Have you received your first paycheck yet? No. I'm... I haven't even gone to work yet. I'm completing paperwork online. I'm getting onboarded. Oh, okay, so you must be, like, doing onboarding paperwork. Right. Okay. Um... Hmm. Okay, so that would explain why I don't have a file for you in my system. Um, I can make a file, and then once I get the file made, I can just complete the enrollment on my end. However, I would say reach out to ATC and let them know about the issues you're having with the onboarding process, because I'm not sure if there's other things that you need to fill out after the medical insurance. I'm not really sure how they have the onboarding process set up. I actually took a picture of it and I sent it to, um, the recruiter that I have, but he's out of the office right now, so I'm hoping he'll get back to me tomorrow. But I did notice this 1-800 number, so I've tried calling it before I actually get in. Okay. Well, like I said, I can just go ahead and, um, make a file for you and then get you enrolled on my end. How do you, um, spell your first and last name? V-E-R-R-E-A-C-H-E-R-I-C-A is the first name. M-U-F-F is last. Okay. Uh, just to make sure I got your first name correct, it's V-E-R-R-E-A-C-H-E-R-I-C-A? Correct. Okay. And then what is your full Social? 257-59-9764. And date of birth? 12/5/72. And then a full mailing address. 4405 Farr, F-A-R-R, Avenue, Macon, Georgia 31204. And then, uh, phone number is the same one you're calling from, right? Mm-hmm. Okay. And lastly, what is a good email? Uh, C-A-Q-U-N-C-A at gmail.com. And you said it's ATC that you're with, right? Yes, ma'am. Okay. What plans were you thinking about? Um, I was looking under the medical at the VIP Plus. Okay. I had it checked and then... Well, I started out with that first one, the Stay Healthy. And then I went in and did the VIP Plus and tried to undo the Stay Healthy and couldn't undo it. Okay, so you're just wanting the VIP Plus then? Yes, ma'am. For employee only? Mm-hmm. Okay. And then was there anything else? Uh, some additional benefit options I have checked. Okay, which ones? I have dental, disability, critical illness, life, vision, accident, and behavioral health. Okay. And all of those for employee only as well? Yes, ma'am. Okay. So, I have the VIP Plus, dental, short-term disability, term life, vision, critical illness, group accident, and the behavioral health for employee only, which comes out to a total of \$52.24 a week. Uh-huh. Now, I do want to let you know, um, the only plan that has restrictions on when you'll, when you might change or cancel it is the Medical VIP Plus. Mm-hmm. It's under

Section 125. Basically, that is a IRS code that allows you to pay your, um... I'm sorry, allows you to pay, uh, your share of the premiums with pre-tax dollars. Because of that, they do put stipulations on when you can change or cancel it once you're enrolled. Uh-huh. Um, so you will have 30 days from the date of your first check to get enrolled, make any changes or cancellations. Okay. Outside of that 30-day window, um, the only other time you would be able to change or cancel the plan is during the company's open enrollment period, unless you experience a, uh, qualifying life event. Gotcha. And then, just so I have this notated as well, who did you want to name as the beneficiary for the term life? It's going to be my aunt, her name is Velma Calton, C-A-L-T-O-N. Okay, let's see. The first name is Velma, is that V-E-L-M-A? Yes. And then last name C-A-L-T-O-N? C-A-L-T-O-N, yes, ma'am. Okay. And that is your aunt? Mm-hmm. All right, let me go ahead and get your file created. Okay. So, I got your file created and processed the enrollment on my end, so you should- Good news. ... be good to go as far as, like, getting enrolled. And then I would just, um, I would just, like, if you're on a laptop or a phone, I would just leave it where it is until the recruiter reaches back out to you. Okay. Okay. Um, yeah, like I said, I'm not sure if there's anything else on that process that you might need to fill out, but as far as the medical benefits, you are good to go from here. Okay. Thank you so much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Goodnight.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. I am attempting to complete the, um, enrollment form online. I got with ATC, um, doing my, um, paperwork and whatnot, and I think I've kind of messed up. I've got two of the little bubbles checked and I can't uncheck them. I'm trying to pick the right medical coverage.

Speaker speaker_0: Okay, um-

Speaker speaker_1: Is there any way I can undo that?

Speaker speaker_0: I, I don't know. Um- ... I can try and, uh, pull up your file and if anything, just enroll you on my end. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: What's the name of the agency you're with?

Speaker speaker_1: ATC Healthcare Services.

Speaker speaker_0: Okay. And the, uh, last four of your Social?

Speaker speaker_1: 9764.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Verichica Muff.

Speaker speaker_0: Have you received your first paycheck yet?

Speaker speaker_1: No. I'm... I haven't even gone to work yet. I'm completing paperwork online. I'm getting onboarded.

Speaker speaker_0: Oh, okay, so you must be, like, doing onboarding paperwork.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Um... Hmm. Okay, so that would explain why I don't have a file for you in my system. Um, I can make a file, and then once I get the file made, I can just complete the enrollment on my end. However, I would say reach out to ATC and let them know about the issues you're having with the onboarding process, because I'm not sure if there's other things that you need to fill out after the medical insurance. I'm not really sure how they have the onboarding process set up.

Speaker speaker_1: I actually took a picture of it and I sent it to, um, the recruiter that I have, but he's out of the office right now, so I'm hoping he'll get back to me tomorrow. But I did notice this 1-800 number, so I've tried calling it before I actually get in.

Speaker speaker_0: Okay. Well, like I said, I can just go ahead and, um, make a file for you and then get you enrolled on my end. How do you, um, spell your first and last name?

Speaker speaker_1: V-E-R-R-E-A-C-H-E-R-I-C-A is the first name. M-U-F-F is last.

Speaker speaker_0: Okay. Uh, just to make sure I got your first name correct, it's V-E-R-R-E-A-C-H-E-R-I-C-A?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then what is your full Social?

Speaker speaker_1: 257-59-9764.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 12/5/72.

Speaker speaker_0: And then a full mailing address.

Speaker speaker_1: 4405 Farr, F-A-R-R, Avenue, Macon, Georgia 31204.

Speaker speaker_0: And then, uh, phone number is the same one you're calling from, right?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And lastly, what is a good email?

Speaker speaker_1: Uh, C-A-Q-U-N-C-A at gmail.com.

Speaker speaker_0: And you said it's ATC that you're with, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What plans were you thinking about?

Speaker speaker_1: Um, I was looking under the medical at the VIP Plus.

Speaker speaker_0: Okay.

Speaker speaker_1: I had it checked and then... Well, I started out with that first one, the Stay Healthy. And then I went in and did the VIP Plus and tried to undo the Stay Healthy and couldn't undo it.

Speaker speaker_0: Okay, so you're just wanting the VIP Plus then?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For employee only?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And then was there anything else?

Speaker speaker_1: Uh, some additional benefit options I have checked.

Speaker speaker_0: Okay, which ones?

Speaker speaker_1: I have dental, disability, critical illness, life, vision, accident, and behavioral health.

Speaker speaker_0: Okay. And all of those for employee only as well?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, I have the VIP Plus, dental, short-term disability, term life, vision, critical illness, group accident, and the behavioral health for employee only, which comes out to a total of \$52.24 a week.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Now, I do want to let you know, um, the only plan that has restrictions on when you'll, when you might change or cancel it is the Medical VIP Plus.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It's under Section 125. Basically, that is a IRS code that allows you to pay your, um... I'm sorry, allows you to pay, uh, your share of the premiums with pre-tax dollars. Because of that, they do put stipulations on when you can change or cancel it once you're enrolled.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, so you will have 30 days from the date of your first check to get enrolled, make any changes or cancellations.

Speaker speaker_1: Okay.

Speaker speaker_0: Outside of that 30-day window, um, the only other time you would be able to change or cancel the plan is during the company's open enrollment period, unless you experience a, uh, qualifying life event.

Speaker speaker_1: Gotcha.

Speaker speaker_0: And then, just so I have this notated as well, who did you want to name as the beneficiary for the term life?

Speaker speaker_1: It's going to be my aunt, her name is Velma Calton, C-A-L-T-O-N.

Speaker speaker_0: Okay, let's see. The first name is Velma, is that V-E-L-M-A?

Speaker speaker_1: Yes.

Speaker speaker_0: And then last name C-A-L-T-O-N?

Speaker speaker_1: C-A-L-T-O-N, yes, ma'am.

Speaker speaker_0: Okay. And that is your aunt?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right, let me go ahead and get your file created. Okay. So, I got your file created and processed the enrollment on my end, so you should-

Speaker speaker_1: Good news.

Speaker speaker_0: ... be good to go as far as, like, getting enrolled. And then I would just, um, I would just, like, if you're on a laptop or a phone, I would just leave it where it is until the recruiter reaches back out to you.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, yeah, like I said, I'm not sure if there's anything else on that process that you might need to fill out, but as far as the medical benefits, you are good to go from here.

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Goodnight.