

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, I'm calling to see if I have coverage. Okay. What's the name of the agency you work for? Um, I'm sorry. Could you repeat that? Yeah. What's the name of the staffing agency you work for? Um, it's Wagner. Gotcha. And the last four of your Social? 7562. And your first and last name. Uh, Griffin Bradley. All right. Do you mind verifying your address and date of birth? 4120 Browns Bridge Road, Gainesville, Georgia 30504, and my date of birth is 12/5/2000. Okay. And then phone number is 470-941-7470? Yes, ma'am. And then email is griffin.bradley, the number five, @gmail.com? Yes, ma'am. Okay. So I do not see that you have, um, active coverage. It looks like, uh, your enrollment rolled over to COBRA, and the last day you had active coverage was on the 2nd of March of '25. Oh, um, okay, um, so I started a new assignment. Okay. Um, 'cause my, my previous assignment, um, they canceled it, um, before I could use the insurance, um, and, uh, I should have, um, another policy, I guess, started, um, 'cause I did si- I did sign up, um, for the insurance with this job as well. Okay, so typically how this works is if you are... So whenever you stop one assignment, if it's longer than five weeks of us not receiving a payroll deduction, essentially what happens is your coverage is gonna cancel out and roll over to COBRA. Now, we can reinstate the coverage that you had, but it would have to be the same elections, um, and the only way to reinstate it is if you call us to have that reinstated. So I can go ahead and reinstate what you previously had, but I wouldn't be able to make any changes to it. Oh, I wasn't tryin' to make any, um, changes. I just wanted insurance so I can go to the doctor. Okay. Um, so I will go ahead and reinstate the coverage. It looks like you had the FreeRx, the MEC, uh, the group accident, dental, short-term disability, critical illness, vision, um, the VIP Classic, and the behavioral health for employee only, which would be a total of \$53.15 a week. Okay. So it will take about one to two weeks for the reinstatement to be processed through your payroll department. Uh, once you see that first deduction come outta your check, the coverage will start the following Monday. Um, and then you should be good to go from there. Okay, um, and how does the insurance card work with, um, with y'all? Um, it... I would assume, since it wasn't too long ago that you had coverage previously with us, I don't think you'll get new ID cards. Um, so it should be the same. Now, once the coverage is active and it's been at least 72 business hours, we can then, um, look up your ID cards and email you copies if you need that. Uh, so you can kinda- Okay. Yeah. Uh, okay, yeah, I need to do that 'cause I don't, I don't have the insurance card. Okay. So just to be- And I'll tell you too- ... on the safe side... Thank you. You're welcome. Okay. Thank you for helping me. So just to be on- I appreciate your help. You're more than welcome, sir. So just to be on the safe side, once the coverage becomes active, try to give us a call that Thursday or Friday. That way we will... That's probably typically when we have access to the ID cards and we can just email those to you. Okay. Did you need help- Thank you. ... with anything else? Um, that's

it. Thank you. You're welcome. Have a wonderful day. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, I'm calling to see if I have coverage.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Um, I'm sorry. Could you repeat that?

Speaker speaker_0: Yeah. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, it's Wagner.

Speaker speaker_0: Gotcha. And the last four of your Social?

Speaker speaker_1: 7562.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: Uh, Griffin Bradley.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: 4120 Browns Bridge Road, Gainesville, Georgia 30504, and my date of birth is 12/5/2000.

Speaker speaker_0: Okay. And then phone number is 470-941-7470?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is griffin.bradley, the number five, @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I do not see that you have, um, active coverage. It looks like, uh, your enrollment rolled over to COBRA, and the last day you had active coverage was on the 2nd of March of '25.

Speaker speaker_1: Oh, um, okay, um, so I started a new assignment.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, 'cause my, my previous assignment, um, they canceled it, um, before I could use the insurance, um, and, uh, I should have, um, another policy, I guess, started, um, 'cause I did si- I did sign up, um, for the insurance with this job as well.

Speaker speaker_0: Okay, so typically how this works is if you are... So whenever you stop one assignment, if it's longer than five weeks of us not receiving a payroll deduction,

essentially what happens is your coverage is gonna cancel out and roll over to COBRA. Now, we can reinstate the coverage that you had, but it would have to be the same elections, um, and the only way to reinstate it is if you call us to have that reinstated. So I can go ahead and reinstate what you previously had, but I wouldn't be able to make any changes to it.

Speaker speaker_1: Oh, I wasn't tryin' to make any, um, changes. I just wanted insurance so I can go to the doctor.

Speaker speaker_0: Okay. Um, so I will go ahead and reinstate the coverage. It looks like you had the FreeRx, the MEC, uh, the group accident, dental, short-term disability, critical illness, vision, um, the VIP Classic, and the behavioral health for employee only, which would be a total of \$53.15 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: So it will take about one to two weeks for the reinstatement to be processed through your payroll department. Uh, once you see that first deduction come outta your check, the coverage will start the following Monday. Um, and then you should be good to go from there.

Speaker speaker_1: Okay, um, and how does the insurance card work with, um, with y'all?

Speaker speaker_0: Um, it... I would assume, since it wasn't too long ago that you had coverage previously with us, I don't think you'll get new ID cards. Um, so it should be the same. Now, once the coverage is active and it's been at least 72 business hours, we can then, um, look up your ID cards and email you copies if you need that. Uh, so you can kinda-

Speaker speaker_1: Okay. Yeah. Uh, okay, yeah, I need to do that 'cause I don't, I don't have the insurance card.

Speaker speaker_0: Okay. So just to be-

Speaker speaker_1: And I'll tell you too-

Speaker speaker_0: ... on the safe side...

Speaker speaker_1: Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Okay. Thank you for helping me.

Speaker speaker_0: So just to be on-

Speaker speaker_1: I appreciate your help.

Speaker speaker_0: You're more than welcome, sir. So just to be on the safe side, once the coverage becomes active, try to give us a call that Thursday or Friday. That way we will... That's probably typically when we have access to the ID cards and we can just email those to you.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you need help-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... with anything else?

Speaker speaker_1: Um, that's it. Thank you.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye-bye.