

Transcript: VICTORIA

Taylor-5161328059924480-4530181407817728

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I need to sign up for benefits, please. Okay. Uh, what's the name of the agency you work for? It's Verstela. V-E-R-S-T-E-L-A. Okay. Um, and the last four of your Social? 9078. And your first and last name? Patrick Beach. Okay. Do you mind verifying your address and date of birth? 537 Cardons Court, and DOB is 10/9/69. Okay. And, um, is the city Erie, the state of Colorado, ZIP is 80516 for this address? Correct. All right. Phone number 303-819-1671? Correct. And then email is patrickj, uh, beach@gmail.com? Yes. Okay. Uh, let's see. What were you, uh, thinking about enrolling into? Okay, so I would like to enroll in, uh, FreeRx, although that may come with the other things I'm selecting. Okay. Uh, I would like the VIP Standard bundle. Okay. I'd like the dental plan, and this is all employee only. Okay, so the FreeRx, the VIP Standard, and the dental for employee only? Yes, and there's more. Okay. Uh, disability. All right. I am declining term life. Okay. But I do want the vision plan. Gotcha. Uh, and then I would like the MEC TeleRx. Okay. So the MEC TeleRx does come with, uh, FreeRx. Right. Okay. Good deal. Okay. And were you wanting the ID Experts or no? No. Okay. So I got you down for the VIP Standard bundle, the dental, short-term disability, vision, and the MEC TeleRx, all being for employee only. Correct. Which would be \$50.69 a week. Okey-doke. Um, let's see. So from here, it will take about one to two weeks for the enrollment to be processed through your payroll. Uh, so you might not see that first deduction until two weeks from now. Once you do see it being taken outta your check, the coverage will start the following Monday. Um, once the coverage is active, your ID cards and policy information are made and sent to you within seven to 10 business days. Uh, so the ID cards for the dental, vision, and the MEC, those will be mailed. The ID card for the VIP, um, is emailed, so keep an eye on your email for that. And then you'll also get a email for, um, the FreeRx on how to, like, register your account. Um, once you get that account registered and you log into your account, the ID card will be on the dashboard for the FreeRx. Okay. Um, was there anything else maybe you had questions on? And once I'm enrolled and processed, then I'll be able to access everything through myBIAC website? To my knowledge, the BIAC website is just to get enrolled, um, and make changes to the enrollment. Okay. Where will I go to, you know, see my coverage and look for doctors and all that stuff? So to look for doctors, all of that information should be on the ID cards that you get. Um, like I said, you'll get three ID cards in the mail, one for the MEC, the dental, and the vision. Then you'll get the ID card for the VIP Standard emailed, and then you'll also get the FreeRx registration email. Okay. Mm-hmm. Well, f Was there anything else you might need help with? Uh, no. Thank you. All righty. Well, you have a wonderful day. Okay. You too. Thanks. Thank you. Bye-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: Hi, I need to sign up for benefits, please.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: It's Verstela. V-E-R-S-T-E-L-A.

Speaker speaker_0: Okay. Um, and the last four of your Social?

Speaker speaker_1: 9078.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Patrick Beach.

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

Speaker speaker_1: 537 Cardons Court, and DOB is 10/9/69.

Speaker speaker_0: Okay. And, um, is the city Erie, the state of Colorado, ZIP is 80516 for this address?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Phone number 303-819-1671?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email is patrickj, uh, beach@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, let's see. What were you, uh, thinking about enrolling into?

Speaker speaker_1: Okay, so I would like to enroll in, uh, FreeRx, although that may come with the other things I'm selecting.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I would like the VIP Standard bundle.

Speaker speaker_0: Okay.

Speaker speaker_1: I'd like the dental plan, and this is all employee only.

Speaker speaker_0: Okay, so the FreeRx, the VIP Standard, and the dental for employee only?

Speaker speaker_1: Yes, and there's more.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, disability.

Speaker speaker_0: All right.

Speaker speaker_1: I am declining term life.

Speaker speaker_0: Okay.

Speaker speaker_1: But I do want the vision plan.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Uh, and then I would like the MEC TeleRx.

Speaker speaker_0: Okay. So the MEC TeleRx does come with, uh, FreeRx.

Speaker speaker_1: Right. Okay. Good deal.

Speaker speaker_0: Okay. And were you wanting the ID Experts or no?

Speaker speaker_1: No.

Speaker speaker_0: Okay. So I got you down for the VIP Standard bundle, the dental, short-term disability, vision, and the MEC TeleRx, all being for employee only.

Speaker speaker_1: Correct.

Speaker speaker_0: Which would be \$50.69 a week.

Speaker speaker_1: Okey-doke.

Speaker speaker_0: Um, let's see. So from here, it will take about one to two weeks for the enrollment to be processed through your payroll. Uh, so you might not see that first deduction until two weeks from now. Once you do see it being taken outta your check, the coverage will start the following Monday. Um, once the coverage is active, your ID cards and policy information are made and sent to you within seven to 10 business days. Uh, so the ID cards for the dental, vision, and the MEC, those will be mailed. The ID card for the VIP, um, is emailed, so keep an eye on your email for that. And then you'll also get a email for, um, the FreeRx on how to, like, register your account. Um, once you get that account registered and you log into your account, the ID card will be on the dashboard for the FreeRx.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, was there anything else maybe you had questions on?

Speaker speaker_1: And once I'm enrolled and processed, then I'll be able to access everything through myBIAC website?

Speaker speaker_0: To my knowledge, the BIAC website is just to get enrolled, um, and make changes to the enrollment.

Speaker speaker_1: Okay. Where will I go to, you know, see my coverage and look for doctors and all that stuff?

Speaker speaker_0: So to look for doctors, all of that information should be on the ID cards that you get. Um, like I said, you'll get three ID cards in the mail, one for the MEC, the dental, and the vision. Then you'll get the ID card for the VIP Standard emailed, and then you'll also get the FreeRx registration email.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, *f*

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: Uh, no. Thank you.

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

Speaker speaker_1: Okay. You too. Thanks.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.