

Transcript: VICTORIA

Taylor-5197146039435264-5476360286289920

Full Transcript

Thank you for calling Benefits in a Card. This is, this is Victoria. How can I help you? Hi, Victoria. I'm with Verstella, and I've got a ben- benefits package I'm trying to fill out here, but it's not working. It's a whole PDF thing. Oh, okay. Um, let me pull up your file. What's the last four of your social? 8463. And, uh, your first and last name? Uh, William Jodeit. J-O-D-E-I-T. Okay. Are you trying to do it online? Uh, well, yeah, I've got the attachment from online. Huh, okay. And, um, it's, I've got a PDF thing and everything else, and it keeps telling me I have to have a password to change it because it's a locked, uh, document. Oh, okay. So, uh, was it, is it the benefits guide that you're trying to look at, or the actual enrollment form? Well, there's an enrollment form at the end of the benefits guide. So I've got the benefits guide and then the enrollment form at the tail end of it. Okay. Otherwise, I've, haven't received an enrollment form necessarily yet. Okay. I mean, either way, I can get you enrolled over the phone. I, I know that- Okay. ... sometimes the ways that y- you do it is you either do it by enrollment form by your employer. You can, uh, depending on the client, I'm not sure if Terrace, uh, Verstella does online enrollment, but some of our clients do, and then we can do it over the phone, so, um- Right, and the on- the only- ... let me know exactly what you'd like. ... they're in... Yes. Okay. Let me go ahead and pull you up here. What is your date of birth and mailing address? 5/26/1965. Mailing address is 1308 Blueberry Hill Drive, Brunswick, Ohio 44212. All right, and you said the ZIP code was 4421- 4421, right. 44212. All right, and then phone number, is it the same phone number you're calling from? 7542, yes. And then lastly, do you have a good email? Uh, s- uh, williamjodeit, so it's the same name, William Jodeit, W-I-L-L-I-A-M J-O-D-E-I-T, @gmail.com. All right, and what plans were you wanting to enroll in too? Uh, the employee spouse for, uh, MEC TelRx. Okay. Employee sp- uh, the, uh, the VIP Standard, employee sp- well, everything's employee spouse. Okay. Uh, so VIP Standard. All right. Dental. Vision. Gotcha. FreeRx. Um, let's see. So the FreeRx, actually, the MEC already comes with FreeRx. Okay, that'll save me a little bit. Yep. And, uh, short-term disability for myself. All right, and is that everything? Uh, yeah. So we got MEC TelRx, VIP, short-term dental, vision. All right, perfect. So I'm just gonna repeat that back. VIP Standard bundle, uh, dental, vision, and the MEC TelRx for employee plus spouse, and then the short-term disability for employee only. Correct. All right. So it looks like it comes out to a total of \$77.98 a week. Okay. And then let me get your spouse listed. And what is her name? Margaret Jodeit. J-O-D-E-I-T. But you've got the name in front of you. All right, and then, uh, date of birth? Uh, 9/22/1961. And then full social. 48488-3082. Okay. And just to make sure I spelled her first name correctly, it's M-A-R-G-A-R-E-T? Yes. Okay. You'd be amazed at how many people mess that up. I'm- I'm- I always just like to double check 'cause- Sure. ... it just depends on the day. Sure. Um, all right. So from here, it will take about, uh, one to two weeks for the enrollment- Okay. ... to be processed through your payroll. Right. So you may not see,

uh, that first deduction until two weeks from now. Once you do, the coverage will start the following Monday. Okay. And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Okay. For the most part, everything is gonna be mailed. So, like, your dental, vision and the MEC ID card- Right. ... is all mailed. Okay. But the VIP ID card is gonna be emailed, and then also, um, your registration for the FreeRx is gonna be emailed to you. Perfect. Perfect. Um, but yeah, you are all set on my end. Did you need help with anything else? I think that was today's crisis. I'll, I'll stand in line for tomorrow's. All righty. Well, you have a wonderful day. You too. Thank you so much, Victoria. Thank you. Mm-hmm, bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Victoria. I'm with Verstella, and I've got a ben- benefits package I'm trying to fill out here, but it's not working. It's a whole PDF thing.

Speaker speaker_0: Oh, okay. Um, let me pull up your file. What's the last four of your social?

Speaker speaker_1: 8463.

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

Speaker speaker_1: Uh, William Jodeit. J-O-D-E-I-T.

Speaker speaker_0: Okay. Are you trying to do it online?

Speaker speaker_1: Uh, well, yeah, I've got the attachment from online.

Speaker speaker_0: Huh, okay.

Speaker speaker_1: And, um, it's, I've got a PDF thing and everything else, and it keeps telling me I have to have a password to change it because it's a locked, uh, document.

Speaker speaker_0: Oh, okay. So, uh, was it, is it the benefits guide that you're trying to look at, or the actual enrollment form?

Speaker speaker_1: Well, there's an enrollment form at the end of the benefits guide. So I've got the benefits guide and then the enrollment form at the tail end of it.

Speaker speaker_0: Okay.

Speaker speaker_1: Otherwise, I've, haven't received an enrollment form necessarily yet.

Speaker speaker_0: Okay. I mean, either way, I can get you enrolled over the phone. I, I know that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... sometimes the ways that y- you do it is you either do it by enrollment form by your employer. You can, uh, depending on the client, I'm not sure if Terrace, uh, Verstella does online enrollment, but some of our clients do, and then we can do it over the phone, so, um-

Speaker speaker_1: Right, and the on- the only-

Speaker speaker_0: ... let me know exactly what you'd like.

Speaker speaker_1: ... they're in... Yes.

Speaker speaker_0: Okay. Let me go ahead and pull you up here. What is your date of birth and mailing address?

Speaker speaker_1: 5/26/1965. Mailing address is 1308 Blueberry Hill Drive, Brunswick, Ohio 44212.

Speaker speaker_0: All right, and you said the ZIP code was 4421-

Speaker speaker_1: 4421, right. 44212.

Speaker speaker_0: All right, and then phone number, is it the same phone number you're calling from?

Speaker speaker_1: 7542, yes.

Speaker speaker_0: And then lastly, do you have a good email?

Speaker speaker_1: Uh, s- uh, williamjodeit, so it's the same name, William Jodeit, W-I-L-L-I-A-M J-O-D-E-I-T, @gmail.com.

Speaker speaker_0: All right, and what plans were you wanting to enroll in too?

Speaker speaker_1: Uh, the employee spouse for, uh, MEC TelRx.

Speaker speaker_0: Okay.

Speaker speaker_1: Employee sp- uh, the, uh, the VIP Standard, employee sp- well, everything's employee spouse.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, so VIP Standard.

Speaker speaker_0: All right.

Speaker speaker_1: Dental. Vision.

Speaker speaker_0: Gotcha.

Speaker speaker_1: FreeRx.

Speaker speaker_0: Um, let's see. So the FreeRx, actually, the MEC already comes with FreeRx.

Speaker speaker_1: Okay, that'll save me a little bit.

Speaker speaker_0: Yep.

Speaker speaker_1: And, uh, short-term disability for myself.

Speaker speaker_0: All right, and is that everything?

Speaker speaker_1: Uh, yeah. So we got MEC TelRx, VIP, short-term dental, vision.

Speaker speaker_0: All right, perfect. So I'm just gonna repeat that back. VIP Standard bundle, uh, dental, vision, and the MEC TelRx for employee plus spouse, and then the short-term disability for employee only.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So it looks like it comes out to a total of \$77.98 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: And then let me get your spouse listed. And what is her name?

Speaker speaker_1: Margaret Jodeit. J-O-D-E-I-T. But you've got the name in front of you.

Speaker speaker_0: All right, and then, uh, date of birth?

Speaker speaker_1: Uh, 9/22/1961.

Speaker speaker_0: And then full social.

Speaker speaker_1: 48488-3082.

Speaker speaker_0: Okay. And just to make sure I spelled her first name correctly, it's M-A-R-G-A-R-E-T?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: You'd be amazed at how many people mess that up.

Speaker speaker_0: I'm- I'm- I always just like to double check 'cause-

Speaker speaker_1: Sure.

Speaker speaker_0: ... it just depends on the day.

Speaker speaker_1: Sure.

Speaker speaker_0: Um, all right. So from here, it will take about, uh, one to two weeks for the enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to be processed through your payroll.

Speaker speaker_1: Right.

Speaker speaker_0: So you may not see, uh, that first deduction until two weeks from now. Once you do, the coverage will start the following Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once the coverage is active, your ID cards are made and sent to you within seven to ten business days.

Speaker speaker_1: Okay.

Speaker speaker_0: For the most part, everything is gonna be mailed. So, like, your dental, vision and the MEC ID card-

Speaker speaker_1: Right.

Speaker speaker_0: ... is all mailed.

Speaker speaker_1: Okay.

Speaker speaker_0: But the VIP ID card is gonna be emailed, and then also, um, your registration for the FreeRx is gonna be emailed to you.

Speaker speaker_1: Perfect. Perfect.

Speaker speaker_0: Um, but yeah, you are all set on my end. Did you need help with anything else?

Speaker speaker_1: I think that was today's crisis. I'll, I'll stand in line for tomorrow's.

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

Speaker speaker_1: You too. Thank you so much, Victoria.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm, bye.

Speaker speaker_0: Bye-bye.