

Transcript: VICTORIA

Taylor-5214903664951296-5480550110117888

Full Transcript

Thank you for calling Benefits and Avaya. This is Victoria. How can I help you? Hey, can I speak to Selma and, and my phone got hung up. Okay. Um, what, what did you need help with? They supposed to be sending me another card out, but, uh, I had lost the first one. Okay. What's the name of the agency you work for? Serge is the temp sale I work for. Uh, uh, I work for Hard, Hard Select. Serge? Serge. And the last four of your Social? 2343. And your first and last name? Cecil. And my Jackson. All right. Do you mind verifying your address and date of birth? September the 6th, 1968. My address is 330 Kingsley Drive. 330 Kinsley Drive? Yes. K-I-N-G-S-L-E-Y. All right. That's in Selma, Alabama 36701. Yes. All right. And then phone number is gonna be 334-412-8608? Nope, I changed that number. It's 334-518-9284. All right. Phone num... or, I'm sorry, email address is ceciljackson292@gmail.com? That'd be ceciljackson960@gmail.com. Okay, so ceciljackson960@gmail.com? Yes, ma'am. Okay. Give me one second. Yeah. I'm sorry? Yeah. I thought you had said something. Oh, no, sir. Give me just a few more seconds, I'm almost done getting that sent to you. W- what that call concern if we like for dental, dental care? Um, I don't see that you're enrolled into dental, just the MEC Tell RX, which is basically a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. Now it does also come with virtual urgent care and then it comes with a subscription of Free RX which is like, um, a prescription plan. So why do I, I have dental today? I'm sorry? Like, I'm saying like dental. You're not enrolled in dental. A lot of people be having toothaches and that when they be staying at, they stayin' a lot. Yeah. So what you gotta do to enroll in dental? Well, at the moment you're not eligible to enroll into plans. You're outside of the company's open enrollment period, and you're outside of your personal open enrollment period, so you will have to wait for Surge to have their open enrollment period which typically takes place in August of every year. Yeah. Um, but you would just call us back once that open enrollment starts and we can add it on to your enrollment. Yeah, 'cause a lot of folk will ask us, "Hey, what you got? You got dental care right there?" And when I ask... I'm sorry? I said a lot of people ask, uh, ask about dental, dental care. You know what I'm saying? Yeah. I mean, we do offer a dental plan. However, at this time you're not eligible to enroll into it because you're outside of the company's open enrollment period. So you're gonna have- Oh, okay. ... to wait until Surge Staffing has a open enrollment where you can make changes to your enrollment and call us back from there to do so. But as of right now, we cannot add that on. Okay, I got you. Yes, sir. Um, but I did send that ID card to your email and then I also sent a request to have it mailed to you. Yes. Okay. Was there anything else you might need help with? No, ma'am. All right. You have a wonderful day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, can I speak to Selma and, and my phone got hung up.

Speaker speaker_0: Okay. Um, what, what did you need help with?

Speaker speaker_1: They supposed to be sending me another card out, but, uh, I had lost the first one.

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

Speaker speaker_1: Serge is the temp sale I work for. Uh, uh, I work for Hard, Hard Select.

Speaker speaker_0: Serge?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2343.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Cecil. And my Jackson.

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

Speaker speaker_1: September the 6th, 1968. My address is 330 Kingsley Drive.

Speaker speaker_0: 330 Kinsley Drive?

Speaker speaker_1: Yes. K-I-N-G-S-L-E-Y.

Speaker speaker_0: All right. That's in Selma, Alabama 36701.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then phone number is gonna be 334-412-8608?

Speaker speaker_1: Nope, I changed that number. It's 334-518-9284.

Speaker speaker_0: All right. Phone num... or, I'm sorry, email address is ceciljackson292@gmail.com?

Speaker speaker_1: That'd be ceciljackson960@gmail.com.

Speaker speaker_0: Okay, so ceciljackson960@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Yeah.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Yeah. I thought you had said something.

Speaker speaker_0: Oh, no, sir. Give me just a few more seconds, I'm almost done getting that sent to you.

Speaker speaker_1: W- what that call concern if we like for dental, dental care?

Speaker speaker_0: Um, I don't see that you're enrolled into dental, just the MEC Tell RX, which is basically a preventative medical plan, so it covers things like yearly physicals, vaccinations and preventative screenings at 100% as long as you stay in the network. Now it does also come with virtual urgent care and then it comes with a subscription of Free RX which is like, um, a prescription plan.

Speaker speaker_1: So why do I, I have dental today?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Like, I'm saying like dental.

Speaker speaker_0: You're not enrolled in dental.

Speaker speaker_1: A lot of people be having toothaches and that when they be staying at, they stayin' a lot. Yeah. So what you gotta do to enroll in dental?

Speaker speaker_0: Well, at the moment you're not eligible to enroll into plans. You're outside of the company's open enrollment period, and you're outside of your personal open enrollment period, so you will have to wait for Surge to have their open enrollment period which typically takes place in August of every year.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, but you would just call us back once that open enrollment starts and we can add it on to your enrollment.

Speaker speaker_1: Yeah, 'cause a lot of folk will ask us, "Hey, what you got? You got dental care right there?" And when I ask...

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I said a lot of people ask, uh, ask about dental, dental care. You know what I'm saying? Yeah.

Speaker speaker_0: I mean, we do offer a dental plan. However, at this time you're not eligible to enroll into it because you're outside of the company's open enrollment period. So you're gonna have-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... to wait until Surge Staffing has a open enrollment where you can make changes to your enrollment and call us back from there to do so. But as of right now, we cannot add that on.

Speaker speaker_1: Okay, I got you.

Speaker speaker_0: Yes, sir. Um, but I did send that ID card to your email and then I also sent a request to have it mailed to you.

Speaker speaker_1: Yes. Okay.

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

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.