

## **Transcript: VICTORIA**

**Taylor-5250016821297152-6530601753690112**

### **Full Transcript**

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Um, I received a text saying I need to enroll in the benefits before the window closes. Okay. What's the name of the agency you work for? Um, Hamilton-Ryker. Okay. And you're wanting to enroll into benefits? Um, I'm not su- I mean, is... Am I already paying for it? Like, I'm not sure if this is what I signed up for, the m- the medical, uh, plan. I'll have to pull up your file and see. What's the last four of your Social? 8813. Uh, your first and last name? Tyson Brown. And do you mind verifying your address and date of birth? 1918 Rachel Street, Tupelo, Mississippi 38804. Birthdate 09/06/2001. And then phone number is 662-213-9076? Yes, ma'am. And then email is tysoncbrown@yahoo.com? Yes, ma'am. Okay. Um, so it looks like you're currently enrolled into the VIP Standard for employee only, which is \$16.80, um, a week. I don't see that we've received any deductions as of yet, so it hasn't been taken outta your check just yet. Okay. Um, so, uh, I'm just trying to figure out what I'm supposed to do. I mean, there's really nothing you need to do on your end. It sounds like the message you got is just a message sent out to all new hires with Hamilton-Ryker- Oh. ... basically just letting you know that medical insurance is being offered and that you have 30 days from the date of your first check to get enrolled. So it's not specific to you. Um... Okay. Now, if you wanna make changes to the enrollment, like if you wanna change what you're enrolled into or add onto it, you are, um, within your personal open enrollment period, which you have until the 2nd of May to, you know, add onto or change the enrollment. Um, other than that, though, at this point, we're just waiting for that first deduction to be made outta your check. Uh, once it is made outta your check, the coverage will start the following Monday. Okay. And then the ID card will be, uh, made and sent to you by email within seven to 10 business days of it being active. Okay. Well, thank you so much. Typically, how long does it take to, uh, for the first deduction and enrollment? Um, it really, it really depends on your payroll. I know it can take up to two weeks, um... Right. ... after enrolling for that deduction to come out. So I would just keep an eye on your pay stub for this week and next week. Okay. Well, thank you so much. You're welcome. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Cart. This is Victoria. How can I help you?

Speaker speaker\_1: Um, I received a text saying I need to enroll in the benefits before the window closes.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Um, Hamilton-Ryker.

Speaker speaker\_0: Okay. And you're wanting to enroll into benefits?

Speaker speaker\_1: Um, I'm not su- I mean, is... Am I already paying for it? Like, I'm not sure if this is what I signed up for, the m- the medical, uh, plan.

Speaker speaker\_0: I'll have to pull up your file and see. What's the last four of your Social?

Speaker speaker\_1: 8813.

Speaker speaker\_0: Uh, your first and last name?

Speaker speaker\_1: Tyson Brown.

Speaker speaker\_0: And do you mind verifying your address and date of birth?

Speaker speaker\_1: 1918 Rachel Street, Tupelo, Mississippi 38804. Birthdate 09/06/2001.

Speaker speaker\_0: And then phone number is 662-213-9076?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is tysoncbrown@yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, so it looks like you're currently enrolled into the VIP Standard for employee only, which is \$16.80, um, a week. I don't see that we've received any deductions as of yet, so it hasn't been taken outta your check just yet.

Speaker speaker\_1: Okay. Um, so, uh, I'm just trying to figure out what I'm supposed to do.

Speaker speaker\_0: I mean, there's really nothing you need to do on your end. It sounds like the message you got is just a message sent out to all new hires with Hamilton-Ryker-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... basically just letting you know that medical insurance is being offered and that you have 30 days from the date of your first check to get enrolled. So it's not specific to you. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, if you wanna make changes to the enrollment, like if you wanna change what you're enrolled into or add onto it, you are, um, within your personal open enrollment period, which you have until the 2nd of May to, you know, add onto or change the enrollment. Um, other than that, though, at this point, we're just waiting for that first deduction to be made outta your check. Uh, once it is made outta your check, the coverage will start the following Monday.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then the ID card will be, uh, made and sent to you by email within seven to 10 business days of it being active.

Speaker speaker\_1: Okay. Well, thank you so much. Typically, how long does it take to, uh, for the first deduction and enrollment?

Speaker speaker\_0: Um, it really, it really depends on your payroll. I know it can take up to two weeks, um...

Speaker speaker\_1: Right.

Speaker speaker\_0: ... after enrolling for that deduction to come out. So I would just keep an eye on your pay stub for this week and next week.

Speaker speaker\_1: Okay. Well, thank you so much.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.