

Transcript: VICTORIA

Taylor-5451175342817280-4627904955334656

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria, how may I help you? Hi, good afternoon. I'm calling regarding the, uh, benefits... enrollment benefits card from BGFS. Okay. Um, let's see. What is the last four of your Social so I can pull up your file? 3133. Okay. And your first and last name? First name Jovani, last name Ladesma. All right. Do you mind verifying your address and date of birth? 410 Cedar River Way in Sacramento, California. Date of birth, February 14, 1962. And then phone number is the same phone number that you're calling from? It's the same phone number. 530-328-5367. Okay. And then phone number is f as in frank, s, e... Or, I'm sorry, fsn as in Nancy, eee@gmail.com? Right. Okay. Um, so did you have any, like, specific questions for me or were you just trying to enroll? I'm just trying to enroll. I got an email from, from you guys reminding me about an enrollment. How does it work? Well, really, you just tell us what you're wanting to enroll into. We enroll you over the phone. Um, then from there it takes about one to two weeks for the enrollment to be processed through your payroll. Coverage would start the following Monday of your first payroll deduction. And then ID cards are made and sent to you once the coverage is active, but it does typically take about seven to 10 business days to get the ID cards. Now, there's a few different things specifically for the medi-... We have multiple medical plans to choose from. Do you even know what's being offered or what you might be interested in enrolling into? I'm, um... Is there any, um... Well, what are the, uh, what... Is there any deductibles from- The majority of the bene- ... this one card? So the majority of the benefits we offer is not major medical. Majority of the plans do not have a deductible associated with them. Um, there is only one plan that does have a deductible. Um, there's about five different medical plans. So what I can do, um, I don't know if you have this or not, but I can send a copy of the benefits guide that breaks all of this down for you- Mm-hmm. ... uh, each medical plan, what they cover and how much they cost, to your email address so that you can look over it. Can... Yeah. Can you send that to me? Because right now I do have, like, a Medicare, you know, that I'm enrolled with and I just want to compare, you know, which one is, you know, better suited for me. Yeah, that's totally fine. I could turn that over. Okay. Thank you. So I'm going to send that to the email, the fsnee@gmail.com. And then just to let you know, um, it... You have... Typically with being a new hire, you have 30 days from the date of your first check to get enrolled. Um, so you have 30 days from the date of your first check. Once you know specifically what you want to enroll into, you would just call us back to enroll. Okay. Okay. And, um, do we get, do we get, like, a payroll card, you know, for our, um, paycheck? That I would not know. Do we get, like, a payroll card though? That I would not know. We... Here at Benefits on a Card, we just administer the medical benefits being offered. Health benefits. Okay. You might have to reach out to someone there that works at BGS locally or maybe, like, your payroll department. Okay. All right, that's all I needed to know. Okay. Thank you. I just

sent that to your email so you should get it here in a few seconds. All right. I'll go check it out. I'll, I'll have to log in to my- Okay. ... to my account. Thank you and, um, you have, you have a nice day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria, how may I help you?

Speaker speaker_1: Hi, good afternoon. I'm calling regarding the, uh, benefits... enrollment benefits card from BGFS.

Speaker speaker_0: Okay. Um, let's see. What is the last four of your Social so I can pull up your file?

Speaker speaker_1: 3133.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: First name Jovani, last name Ladesma.

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

Speaker speaker_1: 410 Cedar River Way in Sacramento, California. Date of birth, February 14, 1962.

Speaker speaker_0: And then phone number is the same phone number that you're calling from?

Speaker speaker_1: It's the same phone number. 530-328-5367.

Speaker speaker_0: Okay. And then phone number is f as in frank, s, e... Or, I'm sorry, fsn as in Nancy, eee@gmail.com?

Speaker speaker_1: Right.

Speaker speaker_0: Okay. Um, so did you have any, like, specific questions for me or were you just trying to enroll?

Speaker speaker_1: I'm just trying to enroll. I got an email from, from you guys reminding me about an enrollment. How does it work?

Speaker speaker_0: Well, really, you just tell us what you're wanting to enroll into. We enroll you over the phone. Um, then from there it takes about one to two weeks for the enrollment to be processed through your payroll. Coverage would start the following Monday of your first payroll deduction. And then ID cards are made and sent to you once the coverage is active, but it does typically take about seven to 10 business days to get the ID cards. Now, there's a few different things specifically for the medi-... We have multiple medical plans to choose from. Do you even know what's being offered or what you might be interested in enrolling into?

Speaker speaker_1: I'm, um... Is there any, um... Well, what are the, uh, what... Is there any deductibles from-

Speaker speaker_0: The majority of the bene-

Speaker speaker_1: ...

Speaker speaker_2: this one card?

Speaker speaker_0: So the majority of the benefits we offer is not major medical. Majority of the plans do not have a deductible associated with them. Um, there is only one plan that does have a deductible. Um, there's about five different medical plans. So what I can do, um, I don't know if you have this or not, but I can send a copy of the benefits guide that breaks all of this down for you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... uh, each medical plan, what they cover and how much they cost, to your email address so that you can look over it.

Speaker speaker_1: Can... Yeah. Can you send that to me? Because right now I do have, like, a Medicare, you know, that I'm enrolled with and I just want to compare, you know, which one is, you know, better suited for me.

Speaker speaker_0: Yeah, that's totally fine.

Speaker speaker_1: I could turn that over. Okay. Thank you.

Speaker speaker_0: So I'm going to send that to the email, the fsnee@gmail.com. And then just to let you know, um, it... You have... Typically with being a new hire, you have 30 days from the date of your first check to get enrolled. Um, so you have 30 days from the date of your first check. Once you know specifically what you want to enroll into, you would just call us back to enroll.

Speaker speaker_1: Okay. Okay. And, um, do we get, do we get, like, a payroll card, you know, for our, um, paycheck?

Speaker speaker_0: That I would not know.

Speaker speaker_1: Do we get, like, a payroll card though?

Speaker speaker_0: That I would not know. We... Here at Benefits on a Card, we just administer the medical benefits being offered.

Speaker speaker_1: Health benefits. Okay.

Speaker speaker_0: You might have to reach out to someone there that works at BGS locally or maybe, like, your payroll department.

Speaker speaker_1: Okay. All right, that's all I needed to know.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you.

Speaker speaker_0: I just sent that to your email so you should get it here in a few seconds.

Speaker speaker_1: All right. I'll go check it out. I'll, I'll have to log in to my-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to my account. Thank you and, um, you have, you have a nice day.

Speaker speaker_0: You too. Bye-bye.

Speaker speaker_1: Bye-bye.