

Transcript: VICTORIA

Taylor-5629061116149760-5618308457906176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? How are you doing today, Victoria? I'm calling to enroll for my benefits. Okay. What's the name of the agency you work for? Uh, I think it is called Versilia. Okay. And the last four- Care for Gotcha. Uh, the last four of your social? 3699. And then your first and last name? Kyle Miller. First name is Kyle? Yes. Yes, ma'am. And then last name is Miller. Have you received your first paycheck? Yes, I have. Huh. Uh, let me make sure I got the social correct. It's 3699? Yes. That's correct. Yeah. I'm not finding you in the system. Did you just get that check this week? Uh, Thursday, yes. She told me, um, well, my shift manager or the person who hired me told me I could call today and enroll in my benefits. Okay. Maybe that's why we don't have you in the system yet. I mean, I can make your file. Uh, that's no problem. Do you know what exactly you're wanting to enroll into? Um, dental. Okay. Are you just wanting the dental? I'm looking at everything right now. Mm-hmm. Let me see. What's VIP? No co-pays, no coinsurance. Standard. Uh, major medical coverage that means affordable care and benefits for an elderly 20.9. Um, let's see. Well, that's 400 and something. Pretty much the plan. So, what is the... Mm. Let's see. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. All my health insurance plan is included is ... All costs are treated and included. That's the next one. What is it? The MEC, uh, TelRX one and then dental? Okay. Are you, are you asking me a question about that or is that what you want? Yeah. Those are the ones I want. Okay. The MEC, TelRX and dental for just employee only? Hmm. Yes. Okay. Let me go ahead and get your file created. What is your full social? 564-9736-99. And then date of birth? January 17th, 1997. And full mailing address? What address do I have on here? Uh, I could use my brother's. Um, one second. Oh, crap. One second. One second. I'm sorry about that. You're fine. Um, where is it? Where is it? Should be... Okay. Uh, 4794 North Cannon, C-A-N-N-O-N, Hill Court, CT. Okay. For Las Vegas, Nevada. 4794. Um, it's 89130. Okay. Let me just repeat that. So I have 4794 North Cannon Hill Court, Las Vegas, Nevada 89130? Yes. All right, and what would be a good phone number? 702-559-9529. And then a good email address? That will be K-D-Y-L-A-N-M-H-A-7@gmail.com. So, uh, K-D-Y-L-A-N and then M as in Mary, H-A-7@gmail.com? Yes. That's correct. Okay. Give me one second. So the MEC, TeleRx and the dental for employee only would be \$21.59 a week. Mm-hmm. And then it looks like it typically takes about one to two weeks for the enrollment to be processed. Once you see that first payroll deduction come out of your check, coverage will start the following Monday. And then once the coverage is active, that's when, like, the ID cards and policy information, um, is being made. So it will take about seven to ten business days to get the ID cards but they will both be, uh, the medical and dental will, will be mailed to you. Okay. So, my benefits won't start until, what, another two weeks? Yeah. It, it typically takes about one to two weeks for the enrollment to be processed and the coverage would

start the following Monday of your first payroll deduction. So I would say two to three weeks. Okay. Yes, sir. All right. Thank you. You're welcome. Do you need help with anything else? No. That'll be all. Okay. Perfect. You have a wonderful day. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: How are you doing today, Victoria? I'm calling to enroll for my benefits.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, I think it is called Versilia.

Speaker speaker_1: Okay. And the last four-

Speaker speaker_2: Care for

Speaker speaker_3: Gotcha. Uh, the last four of your social?

Speaker speaker_2: 3699.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Kyle Miller.

Speaker speaker_1: First name is Kyle?

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: And then last name is Miller. Have you received your first paycheck?

Speaker speaker_2: Yes, I have.

Speaker speaker_1: Huh. Uh, let me make sure I got the social correct. It's 3699?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Yeah. I'm not finding you in the system. Did you just get that check this week?

Speaker speaker_2: Uh, Thursday, yes. She told me, um, well, my shift manager or the person who hired me told me I could call today and enroll in my benefits.

Speaker speaker_1: Okay. Maybe that's why we don't have you in the system yet. I mean, I can make your file. Uh, that's no problem. Do you know what exactly you're wanting to enroll into?

Speaker speaker_2: Um, dental.

Speaker speaker_1: Okay. Are you just wanting the dental?

Speaker speaker_2: I'm looking at everything right now.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Let me see. What's VIP? No co-pays, no coinsurance. Standard. Uh, major medical coverage that means affordable care and benefits for an elderly 20.9. Um, let's see. Well, that's 400 and something. Pretty much the plan. So, what is the... Mm. Let's see. 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. All my health insurance plan is included is ... All costs are treated and included. That's the next one. What is it? The MEC, uh, TelRX one and then dental?

Speaker speaker_1: Okay. Are you, are you asking me a question about that or is that what you want?

Speaker speaker_2: Yeah. Those are the ones I want.

Speaker speaker_1: Okay. The MEC, TelRX and dental for just employee only?

Speaker speaker_2: Hmm. Yes.

Speaker speaker_1: Okay. Let me go ahead and get your file created. What is your full social?

Speaker speaker_2: 564-9736-99.

Speaker speaker_1: And then date of birth?

Speaker speaker_2: January 17th, 1997.

Speaker speaker_1: And full mailing address?

Speaker speaker_2: What address do I have on here? Uh, I could use my brother's. Um, one second. Oh, crap. One second. One second. I'm sorry about that.

Speaker speaker_1: You're fine.

Speaker speaker_2: Um, where is it? Where is it? Should be... Okay. Uh, 4794 North Cannon, C-A-N-N-O-N, Hill Court, CT.

Speaker speaker_1: Okay.

Speaker speaker_2: For Las Vegas, Nevada. 4794. Um, it's 89130.

Speaker speaker_1: Okay. Let me just repeat that. So I have 4794 North Cannon Hill Court, Las Vegas, Nevada 89130?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and what would be a good phone number?

Speaker speaker_2: 702-559-9529.

Speaker speaker_1: And then a good email address?

Speaker speaker_2: That will be K-D-Y-L-A-N-M-H-A-7@gmail.com.

Speaker speaker_1: So, uh, K-D-Y-L-A-N and then M as in Mary, H-A-7@gmail.com?

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Okay. Give me one second. So the MEC, TeleRx and the dental for employee only would be \$21.59 a week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then it looks like it typically takes about one to two weeks for the enrollment to be processed. Once you see that first payroll deduction come out of your check, coverage will start the following Monday. And then once the coverage is active, that's when, like, the ID cards and policy information, um, is being made. So it will take about seven to ten business days to get the ID cards but they will both be, uh, the medical and dental will, will be mailed to you.

Speaker speaker_2: Okay. So, my benefits won't start until, what, another two weeks?

Speaker speaker_1: Yeah. It, it typically takes about one to two weeks for the enrollment to be processed and the coverage would start the following Monday of your first payroll deduction. So I would say two to three weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: No. That'll be all.

Speaker speaker_1: Okay. Perfect. You have a wonderful day.

Speaker speaker_2: You as well.

Speaker speaker_1: Thank you. Bye-bye.