

Transcript: VICTORIA

Taylor-5708573274587136-6183192930598912

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria, how can I help you? Hi, I am calling to try to enroll... I was trying to enroll for my benefits. Every time I click the, um, Enroll For Benefits link on the website, it tells me that it's not... that I can't do it. Okay. Uh, what is the name of the agency you work for? Um, the paying agency is Mancan. Okay. And the last four of your Social? 3637. And your first and last name? Ariana Elko. Okay. Do you mind verifying your address and date of birth? 1243 Midland Avenue, Midland PA 15059, 10-18-05. Okay. Phone number 724-709-0540? Yes. And then email a-e-l-k-o 05@icloud? Yes. Okay. So, it looks like your, uh, personal open enrollment period ended over the weekend. It actually ended yesterday, so that is why we're not able to get you enrolled at this point. Okay. I have been trying since they sent me the link, and it, it continued to do this. I just came over to my mom's to have her help me, and, and now it's telling me that I can't, but I still can't get in. Like, the link hasn't worked at all. Is there any way to extend it so that I can enroll in benefits? Uh, to my knowledge, there... I mean, I can ask. Um, however, I will specify that I cannot guarantee an extension, um, 'cause they give you 30 days from the date of your first check. Um, so I'll definitely reach out and see if I can get that extension, but I can't guarantee anything, unfortunately. Okay. Um, yeah, that would be great. And then if, if I can get an extension, will I be receiving an email, or...? I'll be following up with you by phone. Okay. Do you know what specific plans that you would want to enroll into? Um, yeah. I have, um... Give me a second to... So I'm able to look at the plans. I'm just... I'm not able... It, it never let me in to enroll into anything. I tried to ask somebody at my job, but nobody knew... Nobody else seemed to know how to get into it either. Um, so I wanted the VIP Classic. Okay. Um, stay healthy MEC plan can be chosen. Um, this is, I think the Stay Healthy M- MEC, um, TeleRx plan. I'm not sure if that was extra or if that is included into the VIP Classic. It's separate. Okay. Um, I wanted, I wanted that, the Employee Vision for 199, um, the Employee Dental for 330, it's listed at 338, the Behavioral Health for 138, and my grandma said something about seeing Life Insurance on here, but I'm not sure which one that is. It would be the Term Life benefit. Then yes, I would like the... I wanted to add that as well for the employee. Okay. So the VIP Classic, MEC-TeleRx, Vision, Dental, Behavioral Health and the Term Life all being for employee only? Yes. Okay. I will make note of everything that you're wanting to enroll into and then I'll reach out and see if I'm able to get an extension for you. Um, it will take about 24 to 48 business hours for a follow-up, but as soon as I get a response, I will be giving you a call back. Um, if you don't answer, I will leave this email for you. Okay. Um, yeah, it'd be greatly appreciated, you know, for you to try to get an extension for me as I won't have any benefits until the next enrollment period. If not, I won't have any insurance. I understand. Yeah. I mean, like I said, I can definitely ask. Uh, you know, it's not always guaranteed for me to be able to get that. Um, but I- I'll- I'll go ahead and send this request and, and see if I can get that

approved. All right. Thank you. You're welcome. Have a good day. You too. Bye-bye.
Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, I am calling to try to enroll... I was trying to enroll for my benefits. Every time I click the, um, Enroll For Benefits link on the website, it tells me that it's not... that I can't do it.

Speaker speaker_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker_1: Um, the paying agency is Mancan.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: 3637.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Ariana Elko.

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

Speaker speaker_1: 1243 Midland Avenue, Midland PA 15059, 10-18-05.

Speaker speaker_0: Okay. Phone number 724-709-0540?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email a-e-l-k-o 05@icloud?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it looks like your, uh, personal open enrollment period ended over the weekend. It actually ended yesterday, so that is why we're not able to get you enrolled at this point.

Speaker speaker_1: Okay. I have been trying since they sent me the link, and it, it continued to do this. I just came over to my mom's to have her help me, and, and now it's telling me that I can't, but I still can't get in. Like, the link hasn't worked at all. Is there any way to extend it so that I can enroll in benefits?

Speaker speaker_0: Uh, to my knowledge, there... I mean, I can ask. Um, however, I will specify that I cannot guarantee an extension, um, 'cause they give you 30 days from the date of your first check. Um, so I'll definitely reach out and see if I can get that extension, but I can't guarantee anything, unfortunately.

Speaker speaker_1: Okay. Um, yeah, that would be great. And then if, if I can get an extension, will I be receiving an email, or...?

Speaker speaker_0: I'll be following up with you by phone.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you know what specific plans that you would want to enroll into?

Speaker speaker_1: Um, yeah. I have, um... Give me a second to... So I'm able to look at the plans. I'm just... I'm not able... It, it never let me in to enroll into anything. I tried to ask somebody at my job, but nobody knew... Nobody else seemed to know how to get into it either. Um, so I wanted the VIP Classic.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, stay healthy MEC plan can be chosen. Um, this is, I think the Stay Healthy M- MEC, um, TeleRx plan. I'm not sure if that was extra or if that is included into the VIP Classic.

Speaker speaker_0: It's separate.

Speaker speaker_1: Okay. Um, I wanted, I wanted that, the Employee Vision for 199, um, the Employee Dental for 330, it's listed at 338, the Behavioral Health for 138, and my grandma said something about seeing Life Insurance on here, but I'm not sure which one that is.

Speaker speaker_0: It would be the Term Life benefit.

Speaker speaker_1: Then yes, I would like the... I wanted to add that as well for the employee.

Speaker speaker_0: Okay. So the VIP Classic, MEC-TeleRx, Vision, Dental, Behavioral Health and the Term Life all being for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will make note of everything that you're wanting to enroll into and then I'll reach out and see if I'm able to get an extension for you. Um, it will take about 24 to 48 business hours for a follow-up, but as soon as I get a response, I will be giving you a call back. Um, if you don't answer, I will leave this email for you.

Speaker speaker_1: Okay. Um, yeah, it'd be greatly appreciated, you know, for you to try to get an extension for me as I won't have any benefits until the next enrollment period. If not, I won't have any insurance.

Speaker speaker_0: I understand. Yeah. I mean, like I said, I can definitely ask. Uh, you know, it's not always guaranteed for me to be able to get that. Um, but I- I'll- I'll go ahead and send this request and, and see if I can get that approved.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.