

## **Transcript: VICTORIA**

**Taylor-5952515190243328-4740882099027968**

### **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? Hi. Um, my name is Megan Spears and I was trying to sign up for the benefits um, and I tried to use the link that was in the email that I was sent, and um, it was... It gave me like an alert that says, uh, "Vertical restriction and enrollment not allowed." Okay. What's the name of the agency you work for? Um, they just went through a name change but it should be under uh, Tara or Verstella. And the four of your social? 6392. Okay, first name is Megan, last name is Spears? Yes. Do you mind verifying your address and date of birth? Uh yeah, 8228 North 19th Ave., Phoenix, Arizona 85021 and my birthday is November 9th 1993. And is that um, apartment number 525? Yes, correct. Okay, let's see, and then email is meganspears93@gmail.com? Yes. Okay. Um, it looks like you still have till this Friday, so tomorrow, um, to enroll, so I'm not sure why you're getting that error. Um, do you know what you're wanting to enroll into? Um, yeah I was wanting to do just the... I think I want to do just like the VIP Standard Employee Only and then, um, the Free Rx Employee Only. Is that just like help with prescriptions? Yeah. Um, to my knowledge if it's one of the covered medications it would be free. Okay. Yeah, um, I just wanted to enroll in both of those, um... See if there was anything else. Um, oh, and then also if possible The Behavioral Health Employee Only. Okay. And is that everything? Yes, that's it. Okay, so the VIP Standard, Free Rx and Behavioral Health. Uh... Give me just one second. You're good. For some reason I'm having trouble selecting Behavior Health. Oh, okay. So it looks like, um, because you selected the VIP Standard, the Behavioral Health and the Group Accident come along with that. Let me just make sure. Okay. VIP Standard for your ex, mm. Okay, I think I got it together. Uh, so the VIP Standard for your ex and behavioral health for employee only? Correct. Okay. So you're looking at a total of \$24.99 a week. Okay. Yep. Um, so it will take about one to two weeks for the enrollment to be processed through payroll. Okay. Once we see first deduction, um, being made out of your check, coverage will start the following Monday. And then, um, once the coverage is active that's when your policy information's being made. So the ID card will be sent to you by email within seven to 10 business days. Okay. Um, do you know like what... Should the email come through from my staffing agency or from, um, or from you guys? It won't come from us, so we're just your benefits administrators. It'll co- more than likely come from the actual insurance carrier directly. Um, I'm not sure of the specific email address or how it will look, but the name of the insurance company for your medical is American Public Life. Okay, perfect. Yeah, I'll, I'll just keep an eye out for that then. All right. Was there anything else you might need help with? Uh, no. I think I'm all set. I appreciate your help. Yes, ma'am. You have a wonderful day. Thanks, you too. Thank you. Bye-bye. All right, 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: Hi. Um, my name is Megan Spears and I was trying to sign up for the benefits um, and I tried to use the link that was in the email that I was sent, and um, it was... It gave me like an alert that says, uh, "Vertical restriction and enrollment not allowed."

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Um, they just went through a name change but it should be under uh, Tara or Verstella.

Speaker speaker\_1: And the four of your social?

Speaker speaker\_2: 6392.

Speaker speaker\_1: Okay, first name is Megan, last name is Spears?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh yeah, 8228 North 19th Ave., Phoenix, Arizona 85021 and my birthday is November 9th 1993.

Speaker speaker\_1: And is that um, apartment number 525?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: Okay, let's see, and then email is meganspears93@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, it looks like you still have till this Friday, so tomorrow, um, to enroll, so I'm not sure why you're getting that error. Um, do you know what you're wanting to enroll into?

Speaker speaker\_2: Um, yeah I was wanting to do just the... I think I want to do just like the VIP Standard Employee Only and then, um, the Free Rx Employee Only. Is that just like help with prescriptions?

Speaker speaker\_1: Yeah. Um, to my knowledge if it's one of the covered medications it would be free.

Speaker speaker\_2: Okay. Yeah, um, I just wanted to enroll in both of those, um... See if there was anything else. Um, oh, and then also if possible The Behavioral Health Employee Only.

Speaker speaker\_1: Okay. And is that everything?

Speaker speaker\_2: Yes, that's it.

Speaker speaker\_1: Okay, so the VIP Standard, Free Rx and Behavioral Health. Uh... Give me just one second.

Speaker speaker\_2: You're good.

Speaker speaker\_1: For some reason I'm having trouble selecting Behavior Health. Oh, okay. So it looks like, um, because you selected the VIP Standard, the Behavioral Health and the Group Accident come along with that. Let me just make sure.

Speaker speaker\_2: Okay.

Speaker speaker\_1: VIP Standard for your ex, mm. Okay, I think I got it together. Uh, so the VIP Standard for your ex and behavioral health for employee only?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. So you're looking at a total of \$24.99 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yep. Um, so it will take about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Once we see first deduction, um, being made out of your check, coverage will start the following Monday. And then, um, once the coverage is active that's when your policy information's being made. So the ID card will be sent to you by email within seven to 10 business days.

Speaker speaker\_2: Okay. Um, do you know like what... Should the email come through from my staffing agency or from, um, or from you guys?

Speaker speaker\_1: It won't come from us, so we're just your benefits administrators. It'll co-more than likely come from the actual insurance carrier directly. Um, I'm not sure of the specific email address or how it will look, but the name of the insurance company for your medical is American Public Life.

Speaker speaker\_2: Okay, perfect. Yeah, I'll, I'll just keep an eye out for that then.

Speaker speaker\_1: All right. Was there anything else you might need help with?

Speaker speaker\_2: Uh, no. I think I'm all set. I appreciate your help.

Speaker speaker\_1: Yes, ma'am. You have a wonderful day.

Speaker speaker\_2: Thanks, you too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: All right, bye.