

Transcript: VICTORIA

Taylor-5981406979735552-4690412153913344

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? Oh, good morning, Victoria. Um, I have a question though. I'm with the T- TIP agency from part, uh, partner personnel and I wonder if I could do this online for dental insur-, uh, benefits. Um, I believe you can, let me double check. I may be wrong because we work for a couple different staffing agencies but give me just a few seconds. Yeah, it looks like you can enroll online or you can do it over the phone with us. If you do it online, um, you would need to go to the website, uh, mybiac.com/partnerspersonnel. That's bi- biac.com/... Uh, what's the... Uh, oh, sorry, what's it again? Bic.com/... So it's my, M-Y-B-I-A-c.com/partnerspersonnel. Partnerspersonnel. Okay. So it should be, again, my, M-Y-biac.com/partnerspersonnel. Okay. And I do this online, correct? I mean... Okay. That's- Yeah, that's the website. That sounds good, yeah. Okay. Um, when you go onto that website make sure to hit the option for enroll/decline coverage. Okay. Um, let me see. Which now that I have it pulled up, for whatever reason it looks like the online enrollment is currently disabled. Oh, it is? So it looks like you will h- yeah. It looks like you will have to do it over the phone. Okay. Um, right now I need... I have to, uh, go to work. Would my wife be able to call you guys and set this up for me? Unfortunately, no sir, you would have to do it. Oh, I see. Um, we are open as late as 8:00 PM Eastern Time though. Okay. Okay, I will, uh, call tomorrow. Okay. I- Is that possible? Yeah, we're open tomorrow. Okay. Are you a new hire with them? Yes, I just started, uh... Uh, I guess- Good. ... uh, this month. That's why. So, new hires typically get 30 days from the date of your first check to get enrolled. Okay. Did, did, uh, pa- did I, um, miss the, the date? Uh, I don't know. All right. I would have to pull up your file and see. What's the, uh, last four digits of your Social? It is the 8035. And your first and last name? It's, uh, Lody Pimmasong. Okay. And do you mind verifying your address and date of birth? Uh, 05/13/1975. Uh, hold on. I guess let me check on it here. Um, give me one second. Okay. It is 27677 Almont Way. And that's in Menifee, California 92585? Yes. Phone number is 619-245-1416? Yes. Okay, and then email is first name_last initial@hotmail.com? Correct. Okay. So for you it looks like you have until Wednesday, January 29th. Okay. O- Okay. This is... That's my last day? Yes. Thank you. Okay, I will, uh, call tomorrow just to, uh, to set this up and I get more information, uh, about this. Or actually just here, um, uh, how much is the, the dental, the dental coverage if I, I enroll in the ben- in the benefits? Okay. Uh, are you just wanting dental for yourself? Oh, that's for my wife. For you and your wife? Wife, yes. Okay. For employee plus spouse the dental is \$6.99 a week. A week? Okay. Actually, uh, um, how long does it take to g- get us enrolled? I'm sorry. Uh, not a... No, you're fine. No, I'm done. It, it doesn't take long at all. You just tell us what you're wanting to enroll into. We do it in our systems. Now, I will say, the actual enrollment process takes about one to two weeks. Um, it has to be processed through your payroll, and then once you see that first- Okay. ...

deduction being made out of your check, which can take two weeks to happen, the coverage will start- Okay. ... the following Monday. Okay. Okay, can I... Uh, let's see. 15 minutes. Uh... Ac- actually, yeah. Can I do it today right now? Yeah. Are you wanting to do it while we're on the phone now or do you just wanna call us back? Yeah. I... We c- we could, we could right now. Okay. Now, I would... If you're wanting to enroll for you and your spouse, I would need their name, date of birth and full Social Security number. Oh, really? Okay, then. All right. Uh, okay. Let me... Uh, I guess, then, I will call you back, uh, tomorrow then to get this enrollment and to get more information for my wife. Do you have at least her name and her date of birth, or is it just the Social you're missing? Yes. It's just Social. Okay. So I can go ahead and enroll her, um, and just put her name and date of birth and all zeroes for the Social until you can call us back with that. Okay. Sounds good. So, are you just wanting the dental? Was there anything else? Uh... I'm probably making this difficult, but let me... Uh, can I talk to my wife about this and what's- Yeah. That's fine. ... what we want to cover and that, and I can give you the full information tomorrow? Would that work? Sure. That's fine. Like I said, you have until the 29th to get enrolled. 29th. So you can call us back. Okay. Yeah. I'm s- I'm sorry for this, uh, i- inconvenience. No worries. You have a wonderful day. Okay. Um, before I let you go, though, do you have any other questions? Uh, I do not. Not, n- not this time. Okay. You have a wonderful day. You too. Thank you. 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: Oh, good morning, Victoria. Um, I have a question though. I'm with the T-TIP agency from part, uh, partner personnel and I wonder if I could do this online for dental insur-, uh, benefits.

Speaker speaker_1: Um, I believe you can, let me double check. I may be wrong because we work for a couple different staffing agencies but give me just a few seconds. Yeah, it looks like you can enroll online or you can do it over the phone with us. If you do it online, um, you would need to go to the website, uh, mybiac.com/partnerspersonnel.

Speaker speaker_2: That's bi- biac.com/... Uh, what's the... Uh, oh, sorry, what's it again? Bic.com/...

Speaker speaker_1: So it's my, M-Y-B-I-A-c.com/partnerspersonnel.

Speaker speaker_2: Partnerspersonnel. Okay.

Speaker speaker_1: So it should be, again, my, M-Y-biac.com/partnerspersonnel.

Speaker speaker_2: Okay. And I do this online, correct? I mean... Okay. That's-

Speaker speaker_1: Yeah, that's the website.

Speaker speaker_2: That sounds good, yeah. Okay.

Speaker speaker_1: Um, when you go onto that website make sure to hit the option for enroll/decline coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, let me see. Which now that I have it pulled up, for whatever reason it looks like the online enrollment is currently disabled.

Speaker speaker_2: Oh, it is?

Speaker speaker_1: So it looks like you will h- yeah. It looks like you will have to do it over the phone.

Speaker speaker_2: Okay. Um, right now I need... I have to, uh, go to work. Would my wife be able to call you guys and set this up for me?

Speaker speaker_1: Unfortunately, no sir, you would have to do it.

Speaker speaker_2: Oh, I see.

Speaker speaker_1: Um, we are open as late as 8:00 PM Eastern Time though.

Speaker speaker_2: Okay. Okay, I will, uh, call tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_2: I- Is that possible?

Speaker speaker_1: Yeah, we're open tomorrow.

Speaker speaker_2: Okay.

Speaker speaker_1: Are you a new hire with them?

Speaker speaker_2: Yes, I just started, uh... Uh, I guess-

Speaker speaker_1: Good.

Speaker speaker_2: ... uh, this month. That's why.

Speaker speaker_1: So, new hires typically get 30 days from the date of your first check to get enrolled.

Speaker speaker_2: Okay. Did, did, uh, pa- did I, um, miss the, the date?

Speaker speaker_1: Uh, I don't know.

Speaker speaker_2: All right.

Speaker speaker_1: I would have to pull up your file and see. What's the, uh, last four digits of your Social?

Speaker speaker_2: It is the 8035.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's, uh, Lody Pimmasong.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 05/13/1975. Uh, hold on. I guess let me check on it here. Um, give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: It is 27677 Almont Way.

Speaker speaker_1: And that's in Menifee, California 92585?

Speaker speaker_2: Yes.

Speaker speaker_1: Phone number is 619-245-1416?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then email is first name_last initial@hotmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So for you it looks like you have until Wednesday, January 29th.

Speaker speaker_2: Okay. O- Okay. This is... That's my last day?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you. Okay, I will, uh, call tomorrow just to, uh, to set this up and I get more information, uh, about this. Or actually just here, um, uh, how much is the, the dental, the dental coverage if I, I enroll in the ben- in the benefits?

Speaker speaker_1: Okay. Uh, are you just wanting dental for yourself?

Speaker speaker_2: Oh, that's for my wife.

Speaker speaker_1: For you and your wife?

Speaker speaker_2: Wife, yes.

Speaker speaker_1: Okay. For employee plus spouse the dental is \$6.99 a week.

Speaker speaker_2: A week? Okay. Actually, uh, um, how long does it take to g- get us enrolled? I'm sorry.

Speaker speaker_1: Uh, not a... No, you're fine.

Speaker speaker_2: No, I'm done.

Speaker speaker_1: It, it doesn't take long at all. You just tell us what you're wanting to enroll into. We do it in our systems. Now, I will say, the actual enrollment process takes about one to two weeks. Um, it has to be processed through your payroll, and then once you see that first-

Speaker speaker_2: Okay.

Speaker speaker_1: ... deduction being made out of your check, which can take two weeks to happen, the coverage will start-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the following Monday.

Speaker speaker_2: Okay. Okay, can I... Uh, let's see. 15 minutes. Uh... Ac- actually, yeah. Can I do it today right now?

Speaker speaker_1: Yeah. Are you wanting to do it while we're on the phone now or do you just wanna call us back?

Speaker speaker_2: Yeah. I... We c- we could, we could right now.

Speaker speaker_1: Okay. Now, I would... If you're wanting to enroll for you and your spouse, I would need their name, date of birth and full Social Security number.

Speaker speaker_2: Oh, really? Okay, then. All right. Uh, okay. Let me... Uh, I guess, then, I will call you back, uh, tomorrow then to get this enrollment and to get more information for my wife.

Speaker speaker_1: Do you have at least her name and her date of birth, or is it just the Social you're missing?

Speaker speaker_2: Yes. It's just Social.

Speaker speaker_1: Okay. So I can go ahead and enroll her, um, and just put her name and date of birth and all zeroes for the Social until you can call us back with that.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: So, are you just wanting the dental? Was there anything else?

Speaker speaker_2: Uh... I'm probably making this difficult, but let me... Uh, can I talk to my wife about this and what's-

Speaker speaker_1: Yeah. That's fine.

Speaker speaker_2: ... what we want to cover and that, and I can give you the full information tomorrow? Would that work?

Speaker speaker_1: Sure. That's fine. Like I said, you have until the 29th to get enrolled.

Speaker speaker_2: 29th.

Speaker speaker_1: So you can call us back.

Speaker speaker_2: Okay. Yeah. I'm s- I'm sorry for this, uh, i- inconvenience.

Speaker speaker_1: No worries. You have a wonderful day.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, before I let you go, though, do you have any other questions?

Speaker speaker_2: Uh, I do not. Not, n- not this time.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.