

Transcript: VICTORIA

Taylor-6014917385437184-5147174054445056

Full Transcript

Your call- Hello? ... is being monitored or recorded for quality assurance purposes. Hey, is this Christopher? Yeah, this is him. Hey, this is Victoria with Benefits and a Card. Uh, we spoke, uh, previously about the medical insurance for Serge? Mm-hmm. Okay. Um, just giving you a call back to let you know you are eligible to enroll. Um, it looks like you have until the 21st, which is next Friday, to enroll. Okay. Um- Um, did you happen to look over the benefits guide? Hmm. Sorry, caught me in the middle of eating. Um, uh, hold up real quick. Um, you sent it to my email, correct? Yes. It should've went to the email. I have your last name, first name at hotmail.com. Yeah. Um, I'm looking in my inbox right now. Um, well, I'm trying to see. Mm-hmm. There... It doesn't look like I have it at all. What, what would, what, uh, is the name or, um... What would it be under for you guys? Like who would it be sent from? Like Benefits and Card? Yeah, it should be coming from info@benefitsandacard.com. Got it. Info... At benefitsandcard.com. Where is it? Yeah, I did not get an email at all. Was it last name, first name at hotmail.com you sent it to, right? Yes. Uh-huh. Now I have been having some issues with my emails so it's possible it just didn't go through. Give me one second. Yeah. And I'll resend it. Sure. No worries. All right. So just sent it, so you should get it here in a few seconds. Okay. Oh, there we go, right there. All right. Um, so... Okay. Oh, hold up. I gotta move this message out of my spam folder, because it won't let me open the PDF file right now. Oh, whoops, there we go. Okay, um, so I was curious to ask, um, Serge told me that you guys charge \$15 every week for it? Hmm, that's just... So there is, there's multiple medical plans to choose from. Okay. The one that they typically automatically enroll members into is \$16.80 a week. Okay. Mm-hmm. Yeah, but this benefits guide that I sent to you is gonna go over all of the plans being offered, um, and it'll include the prices as well as what they cover and some information about the actual insurance carriers we work with. Um, so you can definitely take some time to look over that. Like I said, you have until next Friday, the 21st, to get enrolled. Okay, then I will just call you back once I fully have made my decision on what I'm gonna choose. Yep, just call us back once you're ready. O- okay. Um, so, uh, once we do get that, uh, settled, how quick will it, uh, take in effect and start charging me for it? Like right away? No, unfortunately it's not right away. Um, it can take, to my knowledge, about one to two weeks for the actual enrollment to be processed through payroll. So some people don't even see the first deduction come out of their check until two weeks after- Okay. ... enrolling. It ultimately just depends on when your payroll department makes that first deduction. Um, but once that deduction is made, the first one, the coverage will start the following Monday. And then once the coverage is active, the ID cards are then made and sent to you within seven to 10 business days. Okay. So yeah, that's when I'll be able to start using it basically? I mean, once the coverage is active you can technically use it, 'cause it's active. However, I always suggest for people to wait to g- get their ID cards because you're gonna need the policy

information ultimately. Yeah. However, sometimes you might have an accident or need to, you know, something's, sometimes things just happen. As long as the coverage is active you can have your provider's office call us and we can verify coverage and if we have access to the policy information, we can provide that over the phone, uh, to them. But, um, I would just wait until you get your ID cards if you can. Okay. All right, uh, sounds good. Uh, yeah, I'll go on ahead and, uh, look over this real quick and then try to get back to you as soon as possible, and then you guys are open Monday through Friday, right? Yep, 8:00 AM to 8:00 PM Eastern Time. Okay, all right, sounds good then in that case. Uh, thank you for getting back to me about this. I'll just be going over this. Okay, you have a wonderful day. You too, bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello?

Speaker speaker_0: ... is being monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, is this Christopher?

Speaker speaker_1: Yeah, this is him.

Speaker speaker_2: Hey, this is Victoria with Benefits and a Card. Uh, we spoke, uh, previously about the medical insurance for Serge?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. Um, just giving you a call back to let you know you are eligible to enroll. Um, it looks like you have until the 21st, which is next Friday, to enroll.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Um, did you happen to look over the benefits guide?

Speaker speaker_1: Hmm. Sorry, caught me in the middle of eating. Um, uh, hold up real quick. Um, you sent it to my email, correct?

Speaker speaker_2: Yes. It should've went to the email. I have your last name, first name at hotmail.com.

Speaker speaker_1: Yeah. Um, I'm looking in my inbox right now. Um, well, I'm trying to see.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: There... It doesn't look like I have it at all. What, what would, what, uh, is the name or, um... What would it be under for you guys? Like who would it be sent from? Like Benefits and Card?

Speaker speaker_2: Yeah, it should be coming from info@benefitsandacard.com.

Speaker speaker_1: Got it. Info...

Speaker speaker_2: At benefitsandcard.com.

Speaker speaker_1: Where is it? Yeah, I did not get an email at all. Was it last name, first name at hotmail.com you sent it to, right?

Speaker speaker_2: Yes. Uh-huh. Now I have been having some issues with my emails so it's possible it just didn't go through. Give me one second.

Speaker speaker_1: Yeah.

Speaker speaker_2: And I'll resend it.

Speaker speaker_1: Sure. No worries.

Speaker speaker_2: All right. So just sent it, so you should get it here in a few seconds.

Speaker speaker_1: Okay. Oh, there we go, right there.

Speaker speaker_2: All right.

Speaker speaker_1: Um, so...

Speaker speaker_2: Okay.

Speaker speaker_1: Oh, hold up. I gotta move this message out of my spam folder, because it won't let me open the PDF file right now. Oh, whoops, there we go. Okay, um, so I was curious to ask, um, Serge told me that you guys charge \$15 every week for it?

Speaker speaker_2: Hmm, that's just... So there is, there's multiple medical plans to choose from.

Speaker speaker_1: Okay.

Speaker speaker_2: The one that they typically automatically enroll members into is \$16.80 a week.

Speaker speaker_1: Okay.

Speaker speaker_2: Mm-hmm. Yeah, but this benefits guide that I sent to you is gonna go over all of the plans being offered, um, and it'll include the prices as well as what they cover and some information about the actual insurance carriers we work with. Um, so you can definitely take some time to look over that. Like I said, you have until next Friday, the 21st, to get enrolled.

Speaker speaker_1: Okay, then I will just call you back once I fully have made my decision on what I'm gonna choose.

Speaker speaker_2: Yep, just call us back once you're ready.

Speaker speaker_1: O- okay. Um, so, uh, once we do get that, uh, settled, how quick will it, uh, take in effect and start charging me for it? Like right away?

Speaker speaker_2: No, unfortunately it's not right away. Um, it can take, to my knowledge, about one to two weeks for the actual enrollment to be processed through payroll. So some

people don't even see the first deduction come out of their check until two weeks after-

Speaker speaker_1: Okay.

Speaker speaker_2: ... enrolling. It ultimately just depends on when your payroll department makes that first deduction. Um, but once that deduction is made, the first one, the coverage will start the following Monday. And then once the coverage is active, the ID cards are then made and sent to you within seven to 10 business days.

Speaker speaker_1: Okay. So yeah, that's when I'll be able to start using it basically?

Speaker speaker_2: I mean, once the coverage is active you can technically use it, 'cause it's active. However, I always suggest for people to wait to g- get their ID cards because you're gonna need the policy information ultimately.

Speaker speaker_1: Yeah.

Speaker speaker_2: However, sometimes you might have an accident or need to, you know, something's, sometimes things just happen. As long as the coverage is active you can have your provider's office call us and we can verify coverage and if we have access to the policy information, we can provide that over the phone, uh, to them. But, um, I would just wait until you get your ID cards if you can.

Speaker speaker_1: Okay. All right, uh, sounds good. Uh, yeah, I'll go on ahead and, uh, look over this real quick and then try to get back to you as soon as possible, and then you guys are open Monday through Friday, right?

Speaker speaker_2: Yep, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay, all right, sounds good then in that case. Uh, thank you for getting back to me about this. I'll just be going over this.

Speaker speaker_2: Okay, you have a wonderful day.

Speaker speaker_1: You too, bye.

Speaker speaker_2: Bye-bye.