

Transcript: VICTORIA

Taylor-6034712658231296-4922613387280384

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? Yeah, this is Douglas Evans. I got a message from y'all. Okay. Um, well, we work for a couple different staffing agencies, but this is for medical insurance if you work through a staffing agency. I, I think it's... It said, it kept saying medical, I think. Through WorkForce? WorkSource? Yeah. Okay. Yeah, so again, we administer medical insurance for them. Um... Yeah. Did you receive a text message or was it a phone call? Text message. What did it say? I don't... Ooh, "Don't miss your chance to re-restore your health b- benefits through WorkForce." Okay. So it looks like, um, WorkSource is, their open enrollment is ending on this, I believe this Friday. Yeah, the 10th. So it's just letting you know that your employer is in open enrollment, so if you're wanting to get enrolled, you can do so during this time. Or if you are enrolled and you wanna make changes, you can also choose, uh, do so during this time. I'm not enrolled with anybody in Arkansas, but I got a little bit of op- insurance in Oklahoma. Okay. I mean, I can pull up your file. Are you wanting to make any changes to it? Yeah, see what I've, see what I got before I do anything. Okay. What's the last four of your Social? 2798. All right, and then first and last name? Douglas Evans. Do you mind verifying your address and date of birth? Date of birth, 6/11 or 1967. Address, 1206 Reynolds Avenue, Odoke, Oklahoma. Phone number 918-448-6830? Yep. And then email is 1967dougvens- @... Well, dougevans... Gotcha. At Gmail. Yeah. Um, so it looks like you're enrolled into a couple different things: the VIP Standard, Dental, Term Life, Vision, and the MEC StayHealthy, all being for employee only. Okay. I didn't know I was enrolled. Yes, so you are enrolled. The coverage is not yet active. It would be active the following Monday of your first payroll deduction. Yep. And then, uh, once the coverage is active, your ID cards are made and sent to you within seven to 10 business days. Okay. Mm-hmm. Okay. I didn't even know I was enrolled. See, that's how much, how much I know. Yes, sir. Um, so are you wanting- I appreciate... Do what? I was just asking if you're wanting to make changes to that. No, no. I didn't even know I was enrolled for insurance, so that's how much I know. Okay. Do you have any other questions for me? No, ma'am, I don't. Um, uh, all I can say is have a good day. Thank you. Yes, sir. You're welcome. Have a good day. Mm-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: Yeah, this is Douglas Evans. I got a message from y'all.

Speaker speaker_1: Okay. Um, well, we work for a couple different staffing agencies, but this is for medical insurance if you work through a staffing agency.

Speaker speaker_2: I, I think it's... It said, it kept saying medical, I think. Through WorkForce?

Speaker speaker_1: WorkSource?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Yeah, so again, we administer medical insurance for them. Um...

Speaker speaker_2: Yeah.

Speaker speaker_1: Did you receive a text message or was it a phone call?

Speaker speaker_2: Text message.

Speaker speaker_1: What did it say?

Speaker speaker_2: I don't... Ooh, "Don't miss your chance to res- restore your health b- benefits through WorkForce."

Speaker speaker_1: Okay. So it looks like, um, WorkSource is, their open enrollment is ending on this, I believe this Friday. Yeah, the 10th. So it's just letting you know that your employer is in open enrollment, so if you're wanting to get enrolled, you can do so during this time. Or if you are enrolled and you wanna make changes, you can also choose, uh, do so during this time.

Speaker speaker_2: I'm not enrolled with anybody in Arkansas, but I got a little bit of op- insurance in Oklahoma.

Speaker speaker_1: Okay. I mean, I can pull up your file. Are you wanting to make any changes to it?

Speaker speaker_2: Yeah, see what I've, see what I got before I do anything.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: 2798.

Speaker speaker_1: All right, and then first and last name?

Speaker speaker_2: Douglas Evans.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: Date of birth, 6/11 or 1967. Address, 1206 Reynolds Avenue, Odoke, Oklahoma.

Speaker speaker_1: Phone number 918-448-6830?

Speaker speaker_2: Yep.

Speaker speaker_1: And then email is 1967dougvens-

Speaker speaker_2: @...

Speaker speaker_1: Well, dougevans... Gotcha. At Gmail.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, so it looks like you're enrolled into a couple different things: the VIP Standard, Dental, Term Life, Vision, and the MEC StayHealthy, all being for employee only.

Speaker speaker_2: Okay. I didn't know I was enrolled.

Speaker speaker_1: Yes, so you are enrolled. The coverage is not yet active. It would be active the following Monday of your first payroll deduction.

Speaker speaker_2: Yep.

Speaker speaker_1: And then, uh, once the coverage is active, your ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Okay. I didn't even know I was enrolled. See, that's how much, how much I know.

Speaker speaker_1: Yes, sir. Um, so are you wanting-

Speaker speaker_2: I appreciate... Do what?

Speaker speaker_1: I was just asking if you're wanting to make changes to that.

Speaker speaker_2: No, no. I didn't even know I was enrolled for insurance, so that's how much I know.

Speaker speaker_1: Okay. Do you have any other questions for me?

Speaker speaker_2: No, ma'am, I don't. Um, uh, all I can say is have a good day. Thank you.

Speaker speaker_1: Yes, sir. You're welcome. Have a good day.

Speaker speaker_2: Mm-bye.