

## Transcript: VICTORIA

**Taylor-6102185371156480-4724760871616512**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Victoria, this is Mark again. Um, I'm filling out the, uh, enrollment form here and I couldn't get the MEC to click or select the choice on the MEC and I think was it you that told me that I have to unenroll in the- in the PreRx one so I can enroll in the MEC one? The one they have on the- Okay, let me... I'm sorry. Go ahead. I did that and it still won't let me go to the next page. Okay, I'm not sure who you were speaking to, um, previously, but let me pull up your file. What's the name of the agency you work for? Uh, Doherty and they haven't made a file for me yet. Okay, so you don't have a file for- in our systems? I don't think so. You said it's Doherty Staffing? Yes, it is. Okay, what's the last four of your Social? 1235. And your first and last name? Mark Block. B-L-O-C-K. Okay. Yeah, I don't see that we have a file for you. Um, are you a new hire with them? Yes. Okay, that might be why. I mean, I'm not sure how to instruct you on how to fix that online, but I can make a file for you on my end and just enroll you over the phone if you'd like. All right. This is ... This is not working yet. Yeah, and I'm- I- without seeing the- what you're doing, I can't really advise. I'm- I'm not too familiar with the- the website you're using. Um, let's see. So first name is Mark, last name is Block? Yes, ma'am. What's your full Social? 47186 1235. Was that 47186 1235? Mm-hmm. And your date of birth? 01/21/61. Okay, 01/21/61? Yep. Go on. And your mailing address? 1009 Southwest Street, Grand Forks, North Dakota, 58201. Okay, sir. It sounds like you're far away from the phone. Okay. Do you mind repeating that one more time for me? 1009 Southwest Street, Grand Forks, North Dakota, 58201. Okay, I'm just gonna repeat that back. 1009 Southwest Street? South 12th Street, 12th. South 12th Street. Yes, ma'am. Okay, and what's the city, state and zip code again? Grand Forks, North Dakota. I'm sorry? Grand Forks, North Dakota, 58201. I'm sorry, I'm still having a hard time hearing you. Did you fi- say the zip code is 58201? Yep. And the city is Grand Forks? Grand Forks. F-O-R-K-S. Yes, Grand Forks? Grand Forks, yeah. Okay. The phone number you're calling from, is that the best phone number for you? Yeah. And then lastly, what would be a good email? Growbar2161@yahoo. Do you mind spelling the first part of that? G-R-O-W-B-A-R. Was that G-R-O-W-B-A-R? Yes. And then 2161@yahoo.com? Yes. Okay, and just to make sure, you did say it was Doherty Staffing Solutions, correct? Mm-hmm. Okay. What are you wanting to enroll into? Um, I'm just single, um, so I added everything off staff, but it said it wouldn't give me the, uh, the basic MEC. It says unless I uncheck the PreRx so I unchecked that and... Okay, so... Okay, so just tell me the specific plans you want to enroll into so I can enroll you on my end. Hello? Yeah, I'm getting to the top of it now. Okay. I'll say, uh, employee only on medical. What medical plan, sir? Is it the MEC TeleRx, the MEC Enhance, or the VIP Standard? Uh, I'm not... Okay, it says VIP Standard. Okay, so you want the VIP Standard for employee only? Right. Okay, what else? Uh, then the free Rx, you said I don't want that. And then- You don't want that? No, so far that's why it

wasn't letting me, uh, get the MEC. Okay, so you want the MEC TeleRx and the VIP Standard, correct? Right. Okay. Anything else? Uh, I've got, I'll do employee only. Uh, dental employee only, disability employee only, um, term life employee only, vision, same, employee only, uh, illness, just me- Did you say a critical illness? Uh, it just says illness. Oh, yeah, critical illness, just me. Okay. Accident, just me. And then I've selected, uh, TeleRx and- Well, that already, that already comes with the MEC TeleRx. Are you referring to the, the free Rx virtual primary care? No, I've- I've got the, I've got the MEC Tele- TeleRx. Okay. And then I'm gonna do a prescri- prescription and then behavioral health I've got me and ID experts I've got me. Okay, I d- I'm not understanding the, what you said the last part of that. Are you wanting the ID experts and the behavioral health, or are you not wanting those? No, that's fine. Okay, so you do want to enroll into the behavioral health and the ID experts as well? Yeah. Okay. So, I have you down for the VIP Standard, the dental, the short-term disability, term life, vision, critical illness, group accident, the MEC TeleRx, the behavioral health and the ID experts all being for employee only. Right. Okay. So, it looks like your total comes out to \$50.87 a week. Sounds good. Um, and then who did you want to name as the beneficiary for the, uh, term life? Uh, Guy GuY. What was that first name? Guy, G-U-Y. G-U-Y? G-U-Y, I think. Okay. And then, uh, the relation? Brother. Brother. Okay. All right, so I got you enrolled. It will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday. And then once the coverage is active, your ID cards are then made and sent to you within seven to ten business days. Are you there? Yeah, I'm, I'm here. Did you have any questions for me? No, it's still not letting me process this application, but, um, ... Okay, there's, uh, are you, like, t- is it just for the medical insurance that you're doing that for, or is it onboarding paperwork that you're trying to fill out? It's the onboarding paperwork. Okay. So, I went ahead and manually enrolled you while I had you on the phone. So, what I would do is I would reach back out to Dougherty Staffing and let them know that you're having issues with that onboarding paperwork, so they- Okay. ... can see if there's anything else you need to do. All right. Yes, sir. Did you need help with anything else? No, that should do it. All right. You have a wonderful day. You, too. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Victoria, this is Mark again. Um, I'm filling out the, uh, enrollment form here and I couldn't get the MEC to click or select the choice on the MEC and I think was it you that told me that I have to unenroll in the- in the PreRx one so I can enroll in the MEC one? The one they have on the-

Speaker speaker\_0: Okay, let me... I'm sorry. Go ahead.

Speaker speaker\_1: I did that and it still won't let me go to the next page.

Speaker speaker\_0: Okay, I'm not sure who you were speaking to, um, previously, but let me pull up your file. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Doherty and they haven't made a file for me yet.

Speaker speaker\_0: Okay, so you don't have a file for- in our systems?

Speaker speaker\_1: I don't think so.

Speaker speaker\_0: You said it's Doherty Staffing?

Speaker speaker\_1: Yes, it is.

Speaker speaker\_0: Okay, what's the last four of your Social?

Speaker speaker\_1: 1235.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Mark Block. B-L-O-C-K.

Speaker speaker\_0: Okay. Yeah, I don't see that we have a file for you. Um, are you a new hire with them?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, that might be why. I mean, I'm not sure how to instruct you on how to fix that online, but I can make a file for you on my end and just enroll you over the phone if you'd like.

Speaker speaker\_1: All right. This is ... This is not working yet.

Speaker speaker\_0: Yeah, and I'm- I- without seeing the- what you're doing, I can't really advise. I'm- I'm not too familiar with the- the website you're using. Um, let's see. So first name is Mark, last name is Block?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: What's your full Social?

Speaker speaker\_1: 47186 1235.

Speaker speaker\_0: Was that 47186 1235?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 01/21/61.

Speaker speaker\_0: Okay, 01/21/61?

Speaker speaker\_1: Yep. Go on.

Speaker speaker\_0: And your mailing address?

Speaker speaker\_1: 1009 Southwest Street, Grand Forks, North Dakota, 58201.

Speaker speaker\_0: Okay, sir. It sounds like you're far away from the phone.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you mind repeating that one more time for me?

Speaker speaker\_1: 1009 Southwest Street, Grand Forks, North Dakota, 58201.

Speaker speaker\_0: Okay, I'm just gonna repeat that back. 1009 Southwest Street?

Speaker speaker\_1: South 12th Street, 12th.

Speaker speaker\_0: South 12th Street.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, and what's the city, state and zip code again?

Speaker speaker\_1: Grand Forks, North Dakota.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Grand Forks, North Dakota, 58201.

Speaker speaker\_0: I'm sorry, I'm still having a hard time hearing you. Did you fi- say the zip code is 58201?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the city is Grand Forks?

Speaker speaker\_1: Grand Forks. F-O-R-K-S.

Speaker speaker\_0: Yes, Grand Forks?

Speaker speaker\_1: Grand Forks, yeah.

Speaker speaker\_0: Okay. The phone number you're calling from, is that the best phone number for you?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then lastly, what would be a good email?

Speaker speaker\_1: Growbar2161@yahoo.

Speaker speaker\_0: Do you mind spelling the first part of that?

Speaker speaker\_1: G-R-O-W-B-A-R.

Speaker speaker\_0: Was that G-R-O-W-B-A-R?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then 2161@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, and just to make sure, you did say it was Doherty Staffing Solutions, correct?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. What are you wanting to enroll into?

Speaker speaker\_1: Um, I'm just single, um, so I added everything off staff, but it said it wouldn't give me the, uh, the basic MEC. It says unless I uncheck the PreRx so I unchecked that and...

Speaker speaker\_0: Okay, so... Okay, so just tell me the specific plans you want to enroll into so I can enroll you on my end. Hello?

Speaker speaker\_1: Yeah, I'm getting to the top of it now.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I'll say, uh, employee only on medical.

Speaker speaker\_0: What medical plan, sir? Is it the MEC TeleRx, the MEC Enhance, or the VIP Standard?

Speaker speaker\_1: Uh, I'm not... Okay, it says VIP Standard.

Speaker speaker\_0: Okay, so you want the VIP Standard for employee only?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay, what else?

Speaker speaker\_1: Uh, then the free Rx, you said I don't want that. And then-

Speaker speaker\_0: You don't want that?

Speaker speaker\_1: No, so far that's why it wasn't letting me, uh, get the MEC.

Speaker speaker\_0: Okay, so you want the MEC TeleRx and the VIP Standard, correct?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. Anything else?

Speaker speaker\_1: Uh, I've got, I'll do employee only. Uh, dental employee only, disability employee only, um, term life employee only, vision, same, employee only, uh, illness, just me-

Speaker speaker\_0: Did you say a critical illness?

Speaker speaker\_1: Uh, it just says illness. Oh, yeah, critical illness, just me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Accident, just me. And then I've selected, uh, TeleRx and-

Speaker speaker\_0: Well, that already, that already comes with the MEC TeleRx. Are you referring to the, the free Rx virtual primary care?

Speaker speaker\_1: No, I've- I've got the, I've got the MEC Tele- TeleRx.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And then I'm gonna do a prescri- prescription and then behavioral health I've got me and ID experts I've got me.

Speaker speaker\_0: Okay, I d- I'm not understanding the, what you said the last part of that. Are you wanting the ID experts and the behavioral health, or are you not wanting those?

Speaker speaker\_1: No, that's fine.

Speaker speaker\_0: Okay, so you do want to enroll into the behavioral health and the ID experts as well?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So, I have you down for the VIP Standard, the dental, the short-term disability, term life, vision, critical illness, group accident, the MEC TeleRx, the behavioral health and the ID experts all being for employee only.

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. So, it looks like your total comes out to \$50.87 a week.

Speaker speaker\_1: Sounds good.

Speaker speaker\_0: Um, and then who did you want to name as the beneficiary for the, uh, term life?

Speaker speaker\_1: Uh, Guy GuY.

Speaker speaker\_0: What was that first name?

Speaker speaker\_1: Guy, G-U-Y.

Speaker speaker\_0: G-U-Y?

Speaker speaker\_1: G-U-Y, I think.

Speaker speaker\_0: Okay. And then, uh, the relation?

Speaker speaker\_1: Brother.

Speaker speaker\_0: Brother. Okay. All right, so I got you enrolled. It will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday. And then once the coverage is active, your ID cards are then made and sent to you within seven to ten business days. Are you there?

Speaker speaker\_1: Yeah, I'm, I'm here.

Speaker speaker\_0: Did you have any questions for me?

Speaker speaker\_1: No, it's still not letting me process this application, but, um, ...

Speaker speaker\_0: Okay, there's, uh, are you, like, t- is it just for the medical insurance that you're doing that for, or is it onboarding paperwork that you're trying to fill out?

Speaker speaker\_1: It's the onboarding paperwork.

Speaker speaker\_0: Okay. So, I went ahead and manually enrolled you while I had you on the phone. So, what I would do is I would reach back out to Dougherty Staffing and let them know that you're having issues with that onboarding paperwork, so they-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... can see if there's anything else you need to do.

Speaker speaker\_1: All right.

Speaker speaker\_0: Yes, sir. Did you need help with anything else?

Speaker speaker\_1: No, that should do it.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: You, too. Thank you.

Speaker speaker\_0: Thank you. Bye-bye.