

Transcript: VICTORIA

Taylor-6345910625943552-5968938192257024

Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, is this Darius Jones? Yeah. Hey, this is Victoria with Benefits on a Card. Um, we administer the medical insurance from Wagner Service Solutions. Yeah. Okay. Um, so I'm just calling 'cause I'm looking at a form that you filled out on the 10th of March. Um, it looks like on the form you did select a couple different medical plans to enroll into. Yeah. Yeah. Uh- It was by accident. I was- I was trying to feel like the one, but I ended up clicking the... I was trying to change it, and when I changed it, it was, uh, I couldn't take it off. Okay. Which, which medical plan were you wanting? Uh, I think it was, like, individual. I don't remember how... I don't remember how... the layout was. Yeah. I mean, I see that you selected the employee only level, but I'm asking, like, what specific medical plan you wanted. We have three different ones. Uh, can you read them out? So there's the Stay Healthy MEC, uh, the VIP Classic, and the VIP Pro. Uh... I'll do, I'll do the VIP Classic. Okay. And then just to verify, I see the dental, the short-term disability, and the vision selected. Are you wanting those as well? Yeah. I'm keeping those. Okay. Um, was there anything else that you wanted or was that it? Um, no, that's all. Okay. All righty. Well, that's all I needed to verify with you. Um, just to let you know, it looks like the total for the VIP Classic, dental, short-term disability and vision, would be a total of \$27.58 a week. Now, it does typically take about one to two weeks for that enrollment to be processed through your payroll department. So once you see that first deduction being made outta your check, the coverage will start the following Monday. Mm-hmm. And then once the coverage is active, your ID cards are made and sent to you within seven to 10 business days. Okay. Yes, sir. Yeah. I will go ahead and process this on my end. Did you need help with anything, um, or have any questions? Um, so how long should it take about, like, a month to- So the enrollment itself will take about one to two weeks to be processed through your payroll, and then once you see that first deduction being made outta your check, the coverage will start the following Monday. Okay. And there's, there's, uh, there's dental, uh, insurance on there too, right? Yeah. So I just enrolled you into what we just discussed, the VIP Classic- Okay. ... the dental, the short-term disability, and the vision for employee only. All right. That's fine. All right. All righty. I'll- I'll- Well, that's all I needed on my end. All right. Thank you for everything. Yes, sir. Have a good day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.
Hey, is this Darius Jones?

Speaker speaker_0: Yeah.

Speaker speaker_1: Hey, this is Victoria with Benefits on a Card. Um, we administer the medical insurance from Wagner Service Solutions.

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay. Um, so I'm just calling 'cause I'm looking at a form that you filled out on the 10th of March. Um, it looks like on the form you did select a couple different medical plans to enroll into.

Speaker speaker_0: Yeah. Yeah.

Speaker speaker_1: Uh-

Speaker speaker_0: It was by accident. I was- I was trying to feel like the one, but I ended up clicking the... I was trying to change it, and when I changed it, it was, uh, I couldn't take it off.

Speaker speaker_1: Okay. Which, which medical plan were you wanting?

Speaker speaker_0: Uh, I think it was, like, individual. I don't remember how... I don't remember how... the layout was.

Speaker speaker_1: Yeah. I mean, I see that you selected the employee only level, but I'm asking, like, what specific medical plan you wanted. We have three different ones.

Speaker speaker_0: Uh, can you read them out?

Speaker speaker_1: So there's the Stay Healthy MEC, uh, the VIP Classic, and the VIP Pro.

Speaker speaker_0: Uh... I'll do, I'll do the VIP Classic.

Speaker speaker_1: Okay. And then just to verify, I see the dental, the short-term disability, and the vision selected. Are you wanting those as well?

Speaker speaker_0: Yeah. I'm keeping those.

Speaker speaker_1: Okay. Um, was there anything else that you wanted or was that it?

Speaker speaker_0: Um, no, that's all.

Speaker speaker_1: Okay. All righty. Well, that's all I needed to verify with you. Um, just to let you know, it looks like the total for the VIP Classic, dental, short-term disability and vision, would be a total of \$27.58 a week. Now, it does typically take about one to two weeks for that enrollment to be processed through your payroll department. So once you see that first deduction being made outta your check, the coverage will start the following Monday.

Speaker speaker_0: Mm-hmm.

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

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Yeah.

Speaker speaker_1: I will go ahead and process this on my end. Did you need help with anything, um, or have any questions?

Speaker speaker_0: Um, so how long should it take about, like, a month to-

Speaker speaker_1: So the enrollment itself will take about one to two weeks to be processed through your payroll, and then once you see that first deduction being made outta your check, the coverage will start the following Monday.

Speaker speaker_0: Okay. And there's, there's, uh, there's dental, uh, insurance on there too, right?

Speaker speaker_1: Yeah. So I just enrolled you into what we just discussed, the VIP Classic-

Speaker speaker_0: Okay.

Speaker speaker_1: ... the dental, the short-term disability, and the vision for employee only.

Speaker speaker_0: All right. That's fine. All right.

Speaker speaker_1: All righty.

Speaker speaker_0: I'll- I'll-

Speaker speaker_1: Well, that's all I needed on my end.

Speaker speaker_0: All right. Thank you for everything.

Speaker speaker_1: Yes, sir. Have a good day.

Speaker speaker_0: You too.

Speaker speaker_1: Thank you. Bye-bye.