

## Transcript: VICTORIA

Taylor-6540341266661376-5434110296768512

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I had a question. Um, I needed to, um, see if my health insurance... I tried getting this figured out online, um, and I just wanted to... I wasn't sure if you could help me to see if ever... if it went through or not, 'cause I needed to have it done by pretty soon I believe. Okay. Are you trying to see if the coverage is active or are you trying to get enrolled? Yes. Yes, ma'am. I think... I tried to enroll, um, a few weeks ago online and I put in what I wanted and all that stuff, but it said, uh, it should have been effective, like, I think we're coming up on that day. So I didn't know if, um, if you could help me and see if that went through, if that's active, if it's not. Okay. Okay. Yeah. I mean, I can definitely pull up your file and see what's going on. I will say that that's just typically an estimate date. We don't actually have access to payroll and it really all depends on when payroll makes that first deduction and then sends that to us. But, um, what's the name of the agency that you work for? Um, it's, it's through, um... Okay. It was Cara or Cara. Now it's, um- Versella? ... registered. Yes. I'm like, v... I could see it, but I couldn't say it. Yeah. Versella. Okay. Thank you. And, uh, the last four of your Social? I'm sorry? Uh, the last four of your Social? Oh, I'm sorry. 0889. All right. And your first and last name? April Akins. A-K-I-N-S. Gotcha. Okay. Uh, do you mind verifying your address and date of birth? Yeah. 3062 West Silver Creek Drive, San Tan Valley, 85142, or 85144, it's changed. And, uh, my birth date was 4/9/82. Okay. Phone number is 623-428-4349? That's correct. And then email should just be first and last name, 777 at gmail? That's correct. Okay. Let's see. So I do see that you're enrolled into FreeRx, the VIP Standard bundle, term life and vision for employee only. And it looks like it just became active, uh, today, so... Okay. Uh, you should be getting your ID cards, uh, here shortly. It typically takes about seven to 10 business days, um, to get those once the coverage becomes active. The vision is gonna be mailed. The VIP- Okay. ... uh, Standard ID card is typically emailed to you. And then you should get an email with instructions on how to set up your FreeRx account. Once you get that account- Is that for the insurance- Uh-huh. ... or for... Is that for the medication or something like that? Yes. The FreeRx is the, um, prescription plan. Um, once you get that registration email and you set up your account, your ID card from that will be on the dashboard of your account and it'll give you an option to print it off. Okay. Now that's 33.26 is what I have written down. Is that every paycheck? Is that every two weeks? What is that? Yeah. I mean it... To my understanding it's weekly. Okay. So that 33.26 is weekly? Mm-hmm. Okay. So when does that... 6... Okay. All right. Now if that's something that I wanted to, um, opt out of, do I just call you guys? Like if you're wanting to cancel? Yeah. Okay. Yes. Um, if you want to make... uh, like cancel the coverage, you can call us back. I will say with cancellations, they're not immediate. Um, anytime you make a change or a cancellation, it does take typically about one to two weeks to be processed through your payroll. Okay. Um, so there's a possibility after submitting that

cancellation request, you would see one to two more, uh, deductions. Okay. I don't plan on it. I just kind of wanted to know how that worked. Um, but so that'd be 33.26 out of each of my paychecks. Now that's just as long as I'm with the, um, Versella. If I get hired on with, um, the company I'm working for now, does that automatically stop or is that something I need to talk to you guys about also? Yeah. So basically how it works, it, it... This is just for the benefits through Versella/Terra Staffing. So if you do happen to get hired on with a different company, it will eventually cancel out. Um, now we do give members four weeks after their last paycheck where they can call in to make a direct payment with us, uh, if they want to keep that coverage for those four weeks. And then on the 5th of not receiving a payroll deduction, any plans that are eligible for the COBRA benefits will roll over to COBRA. Otherwise, it just cancels out. Okay. And, um, I don't know if it's a pretty decent coverage or not, but I guess I'll find out when I get my cards. I'll just go from there. Just want to make sure that that's how... Okay. That that all went through. Okay. All right. Well, thank you so much for your help. You're welcome. I appreciate it. Did you have any other questions? Nope. I just wasn't sure if that went through because I had been trying to figure it out. And then I... When I get home, I always forget to call you guys until it's like after you're closed. So I made a note to call. I just wanted to see if that'll... if that works out or not. All right. Thank you so much for your help. You're welcome. Bye-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: Hi, I had a question. Um, I needed to, um, see if my health insurance... I tried getting this figured out online, um, and I just wanted to... I wasn't sure if you could help me to see if ever... if it went through or not, 'cause I needed to have it done by pretty soon I believe.

Speaker speaker\_0: Okay. Are you trying to see if the coverage is active or are you trying to get enrolled?

Speaker speaker\_1: Yes. Yes, ma'am. I think... I tried to enroll, um, a few weeks ago online and I put in what I wanted and all that stuff, but it said, uh, it should have been effective, like, I think we're coming up on that day. So I didn't know if, um, if you could help me and see if that went through, if that's active, if it's not. Okay.

Speaker speaker\_0: Okay. Yeah. I mean, I can definitely pull up your file and see what's going on. I will say that that's just typically an estimate date. We don't actually have access to payroll and it really all depends on when payroll makes that first deduction and then sends that to us. But, um, what's the name of the agency that you work for?

Speaker speaker\_1: Um, it's, it's through, um... Okay. It was Cara or Cara. Now it's, um-

Speaker speaker\_0: Versella?

Speaker speaker\_1: ... registered. Yes. I'm like, v... I could see it, but I couldn't say it. Yeah. Versella.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: And, uh, the last four of your Social?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Uh, the last four of your Social?

Speaker speaker\_1: Oh, I'm sorry. 0889.

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

Speaker speaker\_1: April Akins. A-K-I-N-S.

Speaker speaker\_0: Gotcha. Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. 3062 West Silver Creek Drive, San Tan Valley, 85142, or 85144, it's changed. And, uh, my birth date was 4/9/82.

Speaker speaker\_0: Okay. Phone number is 623-428-4349?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then email should just be first and last name, 777 at gmail?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Let's see. So I do see that you're enrolled into FreeRx, the VIP Standard bundle, term life and vision for employee only. And it looks like it just became active, uh, today, so...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, you should be getting your ID cards, uh, here shortly. It typically takes about seven to 10 business days, um, to get those once the coverage becomes active. The vision is gonna be mailed. The VIP-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... uh, Standard ID card is typically emailed to you. And then you should get an email with instructions on how to set up your FreeRx account. Once you get that account-

Speaker speaker\_1: Is that for the insurance-

Speaker speaker\_0: Uh-huh.

Speaker speaker\_1: ... or for... Is that for the medication or something like that?

Speaker speaker\_0: Yes. The FreeRx is the, um, prescription plan. Um, once you get that registration email and you set up your account, your ID card from that will be on the dashboard of your account and it'll give you an option to print it off.

Speaker speaker\_1: Okay. Now that's 33.26 is what I have written down. Is that every paycheck? Is that every two weeks? What is that?

Speaker speaker\_0: Yeah. I mean it... To my understanding it's weekly.

Speaker speaker\_1: Okay. So that 33.26 is weekly?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Okay. So when does that... 6... Okay. All right. Now if that's something that I wanted to, um, opt out of, do I just call you guys?

Speaker speaker\_0: Like if you're wanting to cancel?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Yes. Um, if you want to make... uh, like cancel the coverage, you can call us back. I will say with cancellations, they're not immediate. Um, anytime you make a change or a cancellation, it does take typically about one to two weeks to be processed through your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, so there's a possibility after submitting that cancellation request, you would see one to two more, uh, deductions.

Speaker speaker\_1: Okay. I don't plan on it. I just kind of wanted to know how that worked. Um, but so that'd be 33.26 out of each of my paychecks. Now that's just as long as I'm with the, um, Versella. If I get hired on with, um, the company I'm working for now, does that automatically stop or is that something I need to talk to you guys about also?

Speaker speaker\_0: Yeah. So basically how it works, it, it... This is just for the benefits through Versella/Terra Staffing. So if you do happen to get hired on with a different company, it will eventually cancel out. Um, now we do give members four weeks after their last paycheck where they can call in to make a direct payment with us, uh, if they want to keep that coverage for those four weeks. And then on the 5th of not receiving a payroll deduction, any plans that are eligible for the COBRA benefits will roll over to COBRA. Otherwise, it just cancels out.

Speaker speaker\_1: Okay. And, um, I don't know if it's a pretty decent coverage or not, but I guess I'll find out when I get my cards. I'll just go from there. Just want to make sure that that's how... Okay. That that all went through. Okay. All right. Well, thank you so much for your help.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: I appreciate it.

Speaker speaker\_0: Did you have any other questions?

Speaker speaker\_1: Nope. I just wasn't sure if that went through because I had been trying to figure it out. And then I... When I get home, I always forget to call you guys until it's like after you're closed. So I made a note to call. I just wanted to see if that'll... if that works out or not. All right. Thank you so much for your help.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.