Transcript: Chris Sofield (deactivated)-6434932499202048-4669417640476672

Full Transcript

Thank you for calling Benefits on a Card-, this is Chris. How can I help you today? Hi, hi Chris. I'm sorry, I got a, um, voice message, um, just, I'm just not hearing it. But, uh, it was saying that, um, I had enrolled, uh, well I sent an enrollment form on January the 6th, but, um, I didn't put my dependents on there. And so, they s- they wanted to put me down, I guess, just employee, but they told me to call in, that like 30 days to add my dependents. Okay. What staffing company do you work with? Uh, MAU. And last four of your Social? 6294. Your first and last name? Adrienne Gomez. Thank you, Ms. Gomez. Could you verify your address and your date of birth for me? 6441 Jodico Court, Starbridge, Georgia, 30281. My birthday is 01/26/72. Thank you. We have a phone number on file of 563-3033, is that correct? Yes. Okay, one moment. Okay, yeah. I do see here that you wanted the dental, life and vision benefits- Mm-hmm. ... for employee and children, but you did not give us any dependent information, um- Well, uh, 'cause I wasn't sure, because my, uh, my daughter is actually in college, so I didn't know if that would qualify as a child, or if- Um- ... are they family members or- Child is, uh, child is going to be up to the age of 26. Family is- Okay. ... you, spouse and children. Okay, I don't have a spouse, so it's just, um, uh, my, my daughter, she's in college, so she's 25. So I can put her on there? Let me double check. I know they can be on the policy until 26. I- Mm-hmm. ... I'm not sure if 25 is the cut-off for when they can be added. Do you mind holding while I verify that? Mm-hmm. Thank you. I think 25 is on there. Ugh. Let's see. 23, 24. Hi, Ms. Gomez? Oh, sorry. Hello? Hi. Um, okay. Thank you for holding, I do appreciate your patience. Mm-hmm. Was, uh... I was looking through the information, um, and it looks like there shouldn't be any issue, uh, with that- Okay. Well, I was gonna say, she's not 25 anymore. She she's not gonna be 25 'til May. I don't know why I said 25. She's 24 currently. Oh, okay. That's... There definitely is no issue with that, then. Okay. Okay. Um, so yeah, one moment while I go ahead and update your enrollment. Okay. Uh, bringing it back up to employee and children coverage will be $20.80 per week. And then, let's see here. And then, what's your, uh, what's your, your daughter's name? It's Alia. A-L-I-A. Mm-hmm. Same last name, Gomez. Okay. Do you by chance have her Social? Mm-hmm. I do. Oh, go ahead with that. Uh, it's six, six seven zero- Mm-hmm. ... zero nine- Mm-hmm. ... nine one nine seven. Thank you. And then, what's her date of birth? 5/23/2000. Okay. All right. So we'll go ahead and put that up there. It's gonna take about a week or two for the change to process from employee-only coverage to employee and child coverage. Um, after that- Mm-hmm. ... uh, once that processes, you should start seeing, uh, the deductions increase from $11.79 a week to $20.80 per week. One day following the first deduction of $20.80 is when your policies will have changed to include Alia, and then you'll receive new ID cards about a week or two after that. Okay. And is it, uh, possible that you can, uh, send me, like, uh, I guess a, like the benefits coverage or something like that? So I'll know what, what all we get? Un-

unfortunately, I won't have access to any specific list of coverage for your, for your plans. Um, for those- Mm-hmm. ... you'll have to get in contact with, um, American Public Life for your dental, and then MetLife for your vision. I can give you those two phone numbers, if you need those. American Public Life, you said? Yes, ma'am. Okay. I'm ready. Uh, their number is 800- Okay. ... 256-8606. 06... And the other one was Met Dental? Uh, MetLife. MetLife Dental. Okay. No, no, no. Just MetLife, they're your vision coverage. Oh, okay. Vision. And their number is 800- Mm-hmm. Okay. ... 615-1883. Okay. And I just need to give them my Social, or any, or anything at all? Um- I don't have their policy number or anything. The, uh... Let's see here. Yeah, they, uh, they may be able to locate you with your Social. Okay. Got it. Okay, well, I will give them a call. All right, then. Anything else? No, that is it. Thank you. You're welcome. Thanks for calling- Mm-hmm. ... and have a wonderful day. You, too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card-, this is Chris. How can I help you today?

Speaker speaker_1: Hi, hi Chris. I'm sorry, I got a, um, voice message, um, just, I'm just not hearing it. But, uh, it was saying that, um, I had enrolled, uh, well I sent an enrollment form on January the 6th, but, um, I didn't put my dependents on there. And so, they s- they wanted to put me down, I guess, just employee, but they told me to call in, that like 30 days to add my dependents.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: 6294.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Adrienne Gomez.

Speaker speaker_0: Thank you, Ms. Gomez. Could you verify your address and your date of birth for me?

Speaker speaker_1: 6441 Jodico Court, Starbridge, Georgia, 30281. My birthday is 01/26/72.

Speaker speaker_0: Thank you. We have a phone number on file of 563-3033, is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, one moment. Okay, yeah. I do see here that you wanted the dental, life and vision benefits-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for employee and children, but you did not give us any dependent information, um-

Speaker speaker_1: Well, uh, 'cause I wasn't sure, because my, uh, my daughter is actually in college, so I didn't know if that would qualify as a child, or if-

Speaker speaker_0: Um-

Speaker speaker_1: ... are they family members or-

Speaker speaker_0: Child is, uh, child is going to be up to the age of 26. Family is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you, spouse and children.

Speaker speaker_1: Okay, I don't have a spouse, so it's just, um, uh, my, my daughter, she's in college, so she's 25. So I can put her on there?

Speaker speaker_0: Let me double check. I know they can be on the policy until 26. I-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... I'm not sure if 25 is the cut-off for when they can be added. Do you mind holding while I verify that?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you.

Speaker speaker_1: I think 25 is on there. Ugh. Let's see. 23, 24.

Speaker speaker_0: Hi, Ms. Gomez? Oh, sorry.

Speaker speaker_2: Hello?

Speaker speaker_0: Hi. Um, okay. Thank you for holding, I do appreciate your patience.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Was, uh... I was looking through the information, um, and it looks like there shouldn't be any issue, uh, with that-

Speaker speaker_2: Okay. Well, I was gonna say, she's not 25 anymore. She she's not gonna be 25 'til May. I don't know why I said 25. She's 24 currently.

Speaker speaker_0: Oh, okay. That's... There definitely is no issue with that, then. Okay.

Speaker speaker_2: Okay.

Speaker speaker_0: Um, so yeah, one moment while I go ahead and update your enrollment.

Speaker speaker_2: Okay.

Speaker speaker_0: Uh, bringing it back up to employee and children coverage will be $20.80 per week. And then, let's see here. And then, what's your, uh, what's your, your daughter's name?

Speaker speaker_2: It's Alia. A-L-I-A.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Same last name, Gomez.

Speaker speaker_0: Okay. Do you by chance have her Social?

Speaker speaker_2: Mm-hmm. I do.

Speaker speaker_0: Oh, go ahead with that.

Speaker speaker_2: Uh, it's six, six seven zero-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... zero nine-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... nine one nine seven.

Speaker speaker_0: Thank you. And then, what's her date of birth?

Speaker speaker_2: 5/23/2000.

Speaker speaker_0: Okay. All right. So we'll go ahead and put that up there. It's gonna take about a week or two for the change to process from employee-only coverage to employee and child coverage. Um, after that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... uh, once that processes, you should start seeing, uh, the deductions increase from $11.79 a week to $20.80 per week. One day following the first deduction of $20.80 is when your policies will have changed to include Alia, and then you'll receive new ID cards about a week or two after that.

Speaker speaker_2: Okay. And is it, uh, possible that you can, uh, send me, like, uh, I guess a, like the benefits coverage or something like that? So I'll know what, what all we get?

Speaker speaker_0: Un- unfortunately, I won't have access to any specific list of coverage for your, for your plans. Um, for those-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... you'll have to get in contact with, um, American Public Life for your dental, and then MetLife for your vision. I can give you those two phone numbers, if you need those.

Speaker speaker_2: American Public Life, you said?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Okay. I'm ready.

Speaker speaker_0: Uh, their number is 800-

Speaker speaker_2: Okay.

Speaker speaker_0: ... 256-8606.

Speaker speaker_2: 06... And the other one was Met Dental?

Speaker speaker_0: Uh, MetLife.

Speaker speaker_2: MetLife Dental. Okay.

Speaker speaker_0: No, no, no. Just MetLife, they're your vision coverage.

Speaker speaker_2: Oh, okay. Vision.

Speaker speaker_0: And their number is 800-

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_0: ... 615-1883.

Speaker speaker_2: Okay. And I just need to give them my Social, or any, or anything at all?

Speaker speaker_0: Um-

Speaker speaker_2: I don't have their policy number or anything.

Speaker speaker_0: The, uh... Let's see here. Yeah, they, uh, they may be able to locate you with your Social.

Speaker speaker_2: Okay. Got it. Okay, well, I will give them a call.

Speaker speaker_0: All right, then. Anything else?

Speaker speaker_2: No, that is it. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... and have a wonderful day.

Speaker speaker_2: You, too.

Speaker speaker_0: Bye.