

Transcript: Estefania

Acevedo-4713043909722112-5671345736957952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm currently looking to speak with Mr. Terrell Anthony. Yes. Yes. Now. Hey, well, good afternoon. Um, we're currently processing an enrollment form that you filled out and you... It was for the healthcare benefits that BGS offers. Um, you selected some plans, being... I'm sorry. Give me one second. So you selected the VIP Classic, which is a medical plan, dental- Sure. Yes. ... and life for employee plus child, but you forgot to add the dependents' information, so we have changed it to employee only. Um, did you still wanna add the child to these plans, or did you wanna keep the p- No. That's... That's fine. So, the... Change the plan to employee only, so so far, it looks like you selected the Free Rx for \$5.99, virtual primary care for \$5.99, dental for \$3.38. Yes. Term life for \$1.96. Vision for \$1.99. Critical illness, \$2.33. A dollar and... And then, um, \$1.86. Group accident, \$1.38. Behavior health, \$1.80. IDE proof. VIP standard for \$16.78, being a weekly deduction of \$47.12 weekly from your paycheck, um, for employee only. Did you wanna still leave all of those or did you wanna take some off? Yeah, that's fine. That's fine? Okay. So please allow one or two weeks for your staffing agency to start making this deduction. Once you see the very first deduction of \$47.12 come out of your paycheck, the following Monday of the first deduction is when your coverage becomes effective. And by that first week, either Thursday or Friday, you're gonna get your medical card, um, dental and vision. And I was gonna let you know that for your VIP standard plan, normally that card, they don't mail it out to you, so if you do want a physical medical card, you're welcome to give us a call and we can, um, request it and we can send it to you virtually as well if you have, like, a doctor's appointment or vision appointment. If you still don't have your cards, we can email them to you as well. Did you have any other questions? Um, no, that's it. Um, so with the hiring, are you, like, in- We don't work in BGS. We're just the healthcare administrators. Okay. We only handle their, um, their, like, healthcare enrollment. Okay. Mm-hmm. Yes, ma'am, but that's... Everything is accurate. Okay. Well, I hope you have a great weekend. Thank you for your time. Okay. Thanks.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of BGS. I'm currently looking to speak with Mr. Terrell Anthony.

Speaker speaker_2: Yes. Yes. Now.

Speaker speaker_1: Hey, well, good afternoon. Um, we're currently processing an enrollment form that you filled out and you... It was for the healthcare benefits that BGS offers. Um, you selected some plans, being... I'm sorry. Give me one second. So you selected the VIP Classic, which is a medical plan, dental-

Speaker speaker_2: Sure. Yes.

Speaker speaker_1: ... and life for employee plus child, but you forgot to add the dependents' information, so we have changed it to employee only. Um, did you still wanna add the child to these plans, or did you wanna keep the p-

Speaker speaker_2: No. That's... That's fine.

Speaker speaker_1: So, the... Change the plan to employee only, so so far, it looks like you selected the Free Rx for \$5.99, virtual primary care for \$5.99, dental for \$3.38.

Speaker speaker_2: Yes.

Speaker speaker_1: Term life for \$1.96. Vision for \$1.99. Critical illness, \$2.33. A dollar and... And then, um, \$1.86. Group accident, \$1.38. Behavior health, \$1.80. IDE proof. VIP standard for \$16.78, being a weekly deduction of \$47.12 weekly from your paycheck, um, for employee only. Did you wanna still leave all of those or did you wanna take some off?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: That's fine? Okay. So please allow one or two weeks for your staffing agency to start making this deduction. Once you see the very first deduction of \$47.12 come out of your paycheck, the following Monday of the fir- first deduction is when your coverage becomes effective. And by that first week, either Thursday or Friday, you're gonna get your medical card, um, dental and vision. And I was gonna let you know that for your VIP standard plan, normally that card, they don't mail it out to you, so if you do want a physical medical card, you're welcome to give us a call and we can, um, request it and we can send it to you virtually as well if you have, like, a doctor's appointment or vision appointment. If you still don't have your cards, we can email them to you as well. Did you have any other questions?

Speaker speaker_2: Um, no, that's it. Um, so with the hiring, are you, like, in-

Speaker speaker_1: We don't work in BGS. We're just the healthcare administrators.

Speaker speaker_2: Okay.

Speaker speaker_1: We only handle their, um, their, like, healthcare enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yes, ma'am, but that's... Everything is accurate.

Speaker speaker_1: Okay. Well, I hope you have a great weekend. Thank you for your time.

Speaker speaker_2: Okay. Thanks.