

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello? Hello. How can I help you? Hello, hello. *****. Yeah, I'm sorry. Hello? Hey, how can I help you? Um, yes, ma'am. Uh, I'm... Uh, I really... I mean, my company... I got a text message from my company saying that- Mm-hmm. ... I guess they're doing open enrollment and I already have insurance through my company, but it... I don't know if this... or if they changed this insurance or not. I can check. What staffing agency- Yeah. ... are you with? Um, the number... My company is called Superior Skilled Trades. Okay. And then what are the last four of your Social? 8307. And your first and last name, please? Uh, Tony Kelley. For security purposes, can you verify your address and date of birth? Um, yeah. The address is, uh, 16640 Long Pines Drive, Conroe, Texas 77308. And the birthday is 10/29/'73. Then I have 80... I'm sorry. 832-725-4508 as your phone number? Correct. Yes, ma'am. Okay, and then your first name? Last name- T-O-N-Y. ... 73... Yeah. T-O-N-Y K-E-L-L-E-Y 73@gmail.com. Okay. Yeah. So, um, your staffing agency recently changed over to Benefits in a Card, which is us. Okay. So, you guys are no longer with the other, um, healthcare insurance that they had. Um, at the moment, you still are not currently active, but, um, we do have a pending enrollment. Once they do the first deduction of the \$52.77, the following Monday- Okay. ... your plan becomes effective. So, so far we have Vision for employee only being \$2.42 weekly. Dental for employee only being \$5.40 weekly from your paycheck. The VIP Classic plan for employee only, which is \$22.76 weekly from your paycheck. Short-Term Disability for employee only being \$4.20 weekly from your paycheck. Term Life for employee only being \$2.08. And then the NEC Standalone, which is your preventative plan for employee only being \$15.91 weekly, being a total of a weekly deduction of \$52.77. Okay. Um, so if you received that, it's probably to notify you, um, that they are transitioning to us. Okay. And to let you know that just in case you do want to make any changes to the coverage that was rolled over to us- Okay. ... your last day to do so would be May 30th. Um- Okay, okay. But so far you have Vision, Dental, VIP Classic, Short-Term, Term Life, and the NEC. You're currently not active right now, but once you experience- Okay. ... the first deduction of the \$52.77- Uh-huh. ... the following Monday your plan becomes effective, and by that first week of active coverage you should be getting your vision, dental and preventive cards for your VIP Classic- Okay. ... which is that card that covers, like, your urgent care, doctor visits if sick. That card, they normally don't mail it out to you, so if you do want a physical card- Okay. ... once you become active, contact us and we can put in a request for the carrier to mail it out to you. Um- Okay. And if you have, like, an appointment coming up- Yeah. ... we can just send it to you electronically. But I'm pretty sure you got that message, just so that you're aware. Just in case you want to make any changes, your last day to make these changes would be May 30th. Okay? Okay. Just in case you want to change something. Okay. I just didn't know if I needed to do anything, or is it going to roll

over? It just rolls over- Oh, it just rolls over? Okay. But you have to wait. Mm-hmm. You just have to wait for them to make the first deduction, like I said, of the \$52.77. And once you experience that deduction, let's say they do it on a Friday, that means the following Monday your plan becomes effective. Okay. I would probably just keep an eye out on your pay stub to see when they do that first deduction. Okay. Okay. All right. Did you have any questions? Uh, no, ma'am, that was it. Um, did you want to go ahead and add a beneficiary? It looks like that's the only thing that we're missing. Uh, yeah. Yeah. Who do you want to put down? Uh, my daughter, Julia Kelley. Julia Kelley. I'm gonna... Should I use... Should I use her married name now, or does it matter? Yeah, you can. Mm-hmm. Okay. It'll be Julia Zapata. That's Z-A-P-A-T-A. Okay. Thank you. All right. I have her in there. Okay. Did you have any other questions for me? Uh, no, ma'am, that was it. All right. Just remember, if you do want to make any changes, you have 'til the 30th of May. Um, did you want me to send you, like, the benefit guide or anything, just in case you want to look over it? Uh, yes, ma'am. Okay. I'm gonna give me one second. Let me email that real quick to you. Okay. I went ahead and emailed that to your email. So, that has the products- Okay. ... that they offer. And like I said, you currently have a pending enrollment for the VIP Classic and then the NEC. Okay. Okay? Okay. Okay. Um, Dental, Dental and Term Life. Just in case you- you're looking at it and maybe you want to upgrade or something, just keep in mind May 30th is your last day. Okay? Okay. All right. All right. Thank you so much. Well, I hope you have a great day. You're welcome. All right. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello?

Speaker speaker_0: Hello. How can I help you?

Speaker speaker_1: Hello, hello. *****. Yeah, I'm sorry. Hello?

Speaker speaker_0: Hey, how can I help you?

Speaker speaker_1: Um, yes, ma'am. Uh, I'm... Uh, I really... I mean, my company... I got a text message from my company saying that-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I guess they're doing open enrollment and I already have insurance through my company, but it... I don't know if this... or if they changed this insurance or not.

Speaker speaker_0: I can check. What staffing agency-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... are you with?

Speaker speaker_1: Um, the number... My company is called Superior Skilled Trades.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 8307.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Uh, Tony Kelley.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, yeah. The address is, uh, 16640 Long Pines Drive, Conroe, Texas 77308. And the birthday is 10/29/73.

Speaker speaker_0: Then I have 80... I'm sorry. 832-725-4508 as your phone number?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_0: Okay, and then your first name? Last name-

Speaker speaker_1: T-O-N-Y.

Speaker speaker_0: ... 73... Yeah. T-O-N-Y K-E-L-L-E-Y 73@gmail.com. Okay. Yeah. So, um, your staffing agency recently changed over to Benefits in a Card, which is us.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you guys are no longer with the other, um, healthcare insurance that they had. Um, at the moment, you still are not currently active, but, um, we do have a pending enrollment. Once they do the first deduction of the \$52.77, the following Monday-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your plan becomes effective. So, so far we have Vision for employee only being \$2.42 weekly. Dental for employee only being \$5.40 weekly from your paycheck. The VIP Classic plan for employee only, which is \$22.76 weekly from your paycheck. Short-Term Disability for employee only being \$4.20 weekly from your paycheck. Term Life for employee only being \$2.08. And then the NEC Standalone, which is your preventative plan for employee only being \$15.91 weekly, being a total of a weekly deduction of \$52.77.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so if you received that, it's probably to notify you, um, that they are transitioning to us.

Speaker speaker_1: Okay.

Speaker speaker_0: And to let you know that just in case you do want to make any changes to the coverage that was rolled over to us-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your last day to do so would be May 30th. Um-

Speaker speaker_1: Okay, okay.

Speaker speaker_0: But so far you have Vision, Dental, VIP Classic, Short-Term, Term Life, and the NEC. You're currently not active right now, but once you experience-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the first deduction of the \$52.77-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... the following Monday your plan becomes effective, and by that first week of active coverage you should be getting your vision, dental and preventive cards for your VIP Classic-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which is that card that covers, like, your urgent care, doctor visits if sick. That card, they normally don't mail it out to you, so if you do want a physical card-

Speaker speaker_1: Okay.

Speaker speaker_0: ... once you become active, contact us and we can put in a request for the carrier to mail it out to you. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: And if you have, like, an appointment coming up-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... we can just send it to you electronically. But I'm pretty sure you got that message, just so that you're aware. Just in case you want to make any changes, your last day to make these changes would be May 30th. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Just in case you want to change something.

Speaker speaker_1: Okay. I just didn't know if I needed to do anything, or is it going to roll over?

Speaker speaker_0: It just rolls over-

Speaker speaker_1: Oh, it just rolls over? Okay.

Speaker speaker_0: But you have to wait. Mm-hmm. You just have to wait for them to make the first deduction, like I said, of the \$52.77. And once you experience that deduction, let's say they do it on a Friday, that means the following Monday your plan becomes effective.

Speaker speaker_1: Okay.

Speaker speaker_0: I would probably just keep an eye out on your pay stub to see when they do that first deduction.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. Did you have any questions?

Speaker speaker_1: Uh, no, ma'am, that was it.

Speaker speaker_0: Um, did you want to go ahead and add a beneficiary? It looks like that's the only thing that we're missing.

Speaker speaker_1: Uh, yeah. Yeah.

Speaker speaker_0: Who do you want to put down?

Speaker speaker_1: Uh, my daughter, Julia Kelley.

Speaker speaker_0: Julia Kelley.

Speaker speaker_1: I'm gonna... Should I use... Should I use her married name now, or does it matter?

Speaker speaker_0: Yeah, you can. Mm-hmm.

Speaker speaker_1: Okay. It'll be Julia Zapata. That's Z-A-P-A-T-A.

Speaker speaker_0: Okay. Thank you. All right. I have her in there.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you have any other questions for me?

Speaker speaker_1: Uh, no, ma'am, that was it.

Speaker speaker_0: All right. Just remember, if you do want to make any changes, you have 'til the 30th of May. Um, did you want me to send you, like, the benefit guide or anything, just in case you want to look over it?

Speaker speaker_1: Uh, yes, ma'am.

Speaker speaker_0: Okay. I'm gonna give me one second. Let me email that real quick to you. Okay. I went ahead and emailed that to your email. So, that has the products-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that they offer. And like I said, you currently have a pending enrollment for the VIP Classic and then the NEC.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay?

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Um, Dental, Dental and Term Life. Just in case you- you're looking at it and maybe you want to upgrade or something, just keep in mind May 30th is your last day. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: Well, I hope you have a great day. You're welcome.

Speaker speaker_1: All right. Thank you.