

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? Hey, Stephanie. I have missed calls from you. Okay, it's probably regarding your benefits. What staffing agency do you work for? Uh, SST. And then what are the last four of your social? 2127. Your first and last name, is it Woods? Yes. Um, can you please verify your address and date of birth? What? Which one? Uh, I got two addresses. Uh, could you just provide one of each? I can't really tell you which one's on file for security purposes. Okay. One second. It's, uh, 2513. Mm-hmm. Uh, East North Bear Creek Drive. Okay, and the city and state. Merced, California. And your birthday? 5/28/86. Thank you, and then I have 737-348-1402 as your phone number. Yes, that's it. And then your first name, the number five @yahoo.com, is that up-to-date? Yeah, that's up-to-date. So, it looks like nobody from the actual office called you. It was probably regarding the automatic message regarding the com- the op- the company open enrollment being held. Your last day to make any changes for your healthcare benefits would be May 30th. Um, your staffing agency recently transitioned from a different health insurance to Benefits in a Card. So this would be your chance to make any changes or add-ons, um, before company open enrollment ends. So you currently are having a pending enrollment. Let me see. Um, for, let's see, Dental for Employees Only, VIP Classic, which is your medical plan, and then the MEC, which is your preventative plan. You have three plans in total. And any... Like if you do wanna add any plans, your last day to do so would be May 30th, or to make any changes. Okay, so I just have to... that call was just to make sure that I haven't any changes, but everything else- Well, that's, that's if you wanna add anything new or make any changes, but so far you are, um, you have a... You already like, um... We have your Dental for Employee Only being \$5.40 for, for this benefit. Then the VIP Classic is the plan that covers like doctor visits of the sick, hospital visits if injured, urgent care, emergency room and surgeries, that one being \$22.76. And then the MEC stand-alone being \$15.91 weekly for a weekly deduction of \$44.07. Let me see if you have become. So you still haven't become active. Okay. We're still waiting on that deduction. Um, let me, let me make sure though. Give me one second. Oh, okay. So I'm, I might have to send an email to our main office because... Let me see. For next week, they... it looks like they deducted a total of \$38.67 when they were really supposed to deduct \$44.07. So I'm gonna have to send an email to the main office letting them know regarding that, um, because only \$38.67 were d- deducted from your paycheck and it really had to be 44.07 for your entire coverage. So I'm gonna let them know regarding that. Um, but I did wanna let you know, if you do wanna add anything, your last day to do so is May 30th. Okay. But I can add anybody if I wanted to in between time or before the 31st? Say if I wanted- No, that's- ... to add someone like a month later. No, you have to do it within May... Your last day to do that would be May 30th to add new plans or to add dependents. After May 30th, they're gonna make you wait for the next company open

enrollment which is not till next April. So we... It is very important that you do call within that timeframe. So your last date to make any changes is May 30th of this month. After the 30th- Okay. ... you can't add any dependents or add new plans. So you would have to do that- Okay. ... within the 30th. Okay? As long as you do it within the May 30th, nothing passing May 30th. As long as you do it within May 30th, you should be fine to add whatever you want or to make whatever changes you want and do that. But after May 30th, they're gonna tell you that you have to wait for the next company open enrollment which is in April. Okay. Yeah. Okay? I'll get on that before May 30th. Okay. And then like I told you, um, I am gonna send the email a... The main office an email regarding next week because it looks like we received the payment \$38.67. They... But it really was supposed to be 44.07, so they didn't deduct the full amount out of your paycheck. So I'm gonna let them know regarding that so that you have full coverage for all your plans. Okay. Okay? And then if anything comes up, I'll be giving you a call on Monday letting you know. All right. Thank you so much. You're welcome. Have a nice day. You too. And if you have questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday. Right now it's 7:50 down here and we close at 8:00. Um, so I think you are maybe like three hours ahead of us, so for you we close at 5:00. Okay. Okay? And if you for some reason don't answer, I will also leave you a voice message and request a call back from you. All right. All right. Well, I hope you have a great weekend. You too. Bye. Bye.

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: Hey, Stephanie. I have missed calls from you.

Speaker speaker_0: Okay, it's probably regarding your benefits. What staffing agency do you work for?

Speaker speaker_1: Uh, SST.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 2127.

Speaker speaker_0: Your first and last name, is it Woods?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, can you please verify your address and date of birth?

Speaker speaker_1: What? Which one? Uh, I got two addresses.

Speaker speaker_0: Uh, could you just provide one of each? I can't really tell you which one's on file for security purposes.

Speaker speaker_1: Okay. One second. It's, uh, 2513.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, East North Bear Creek Drive.

Speaker speaker_0: Okay, and the city and state.

Speaker speaker_1: Merced, California.

Speaker speaker_0: And your birthday?

Speaker speaker_1: 5/28/86.

Speaker speaker_0: Thank you, and then I have 737-348-1402 as your phone number.

Speaker speaker_1: Yes, that's it.

Speaker speaker_0: And then your first name, the number five @yahoo.com, is that up-to-date?

Speaker speaker_1: Yeah, that's up-to-date.

Speaker speaker_0: So, it looks like nobody from the actual office called you. It was probably regarding the automatic message regarding the com- the op- the company open enrollment being held. Your last day to make any changes for your healthcare benefits would be May 30th. Um, your staffing agency recently transitioned from a different health insurance to Benefits in a Card. So this would be your chance to make any changes or add-ons, um, before company open enrollment ends. So you currently are having a pending enrollment. Let me see. Um, for, let's see, Dental for Employees Only, VIP Classic, which is your medical plan, and then the MEC, which is your preventative plan. You have three plans in total. And any... Like if you do wanna add any plans, your last day to do so would be May 30th, or to make any changes.

Speaker speaker_1: Okay, so I just have to... that call was just to make sure that I haven't any changes, but everything else-

Speaker speaker_0: Well, that's, that's if you wanna add anything new or make any changes, but so far you are, um, you have a... You already like, um... We have your Dental for Employee Only being \$5.40 for, for this benefit. Then the VIP Classic is the plan that covers like doctor visits of the sick, hospital visits if injured, urgent care, emergency room and surgeries, that one being \$22.76. And then the MEC stand-alone being \$15.91 weekly for a weekly deduction of \$44.07. Let me see if you have become. So you still haven't become active.

Speaker speaker_1: Okay.

Speaker speaker_0: We're still waiting on that deduction. Um, let me, let me make sure though. Give me one second. Oh, okay. So I'm, I might have to send an email to our main office because... Let me see. For next week, they... it looks like they deducted a total of \$38.67 when they were really supposed to deduct \$44.07. So I'm gonna have to send an email to the main office letting them know regarding that, um, because only \$38.67 were deducted from your paycheck and it really had to be 44.07 for your entire coverage. So I'm gonna let them know regarding that. Um, but I did wanna let you know, if you do wanna add anything, your last day to do so is May 30th.

Speaker speaker_1: Okay. But I can add anybody if I wanted to in between time or before the 31st? Say if I wanted-

Speaker speaker_0: No, that's-

Speaker speaker_1: ... to add someone like a month later.

Speaker speaker_0: No, you have to do it within May... Your last day to do that would be May 30th to add new plans or to add dependents. After May 30th, they're gonna make you wait for the next company open enrollment which is not till next April. So we... It is very important that you do call within that timeframe. So your last date to make any changes is May 30th of this month. After the 30th-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you can't add any dependents or add new plans. So you would have to do that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... within the 30th. Okay? As long as you do it within the May 30th, nothing passing May 30th. As long as you do it within May 30th, you should be fine to add whatever you want or to make whatever changes you want and do that. But after May 30th, they're gonna tell you that you have to wait for the next company open enrollment which is in April.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Okay?

Speaker speaker_1: I'll get on that before May 30th.

Speaker speaker_0: Okay. And then like I told you, um, I am gonna send the email a... The main office an email regarding next week because it looks like we received the payment \$38.67. They... But it really was supposed to be 44.07, so they didn't deduct the full amount out of your paycheck. So I'm gonna let them know regarding that so that you have full coverage for all your plans.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And then if anything comes up, I'll be giving you a call on Monday letting you know.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.

Speaker speaker_0: And if you have questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday. Right now it's 7:50 down here and we close at 8:00. Um, so I think you are maybe like three hours ahead of us, so for you we close at 5:00.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay? And if you for some reason don't answer, I will also leave you a voice message and request a call back from you.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Well, I hope you have a great weekend.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.