

Transcript: Estefania

Acevedo-5772528593715200-6322150693191680

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. I'm looking to speak with Miss Ashley. This is she. Hey, good morning. Um, I'm calling because we're c- currently processing the enrollment forms for the healthcare benefits, and you selected three plans, um, three of them being under employee and spouse. However, we were missing your spouse information. Uh, did you- I'm sorry, I can't- ... still wanna add him?... from Benefits in a Card on behalf of the staffing agency, Hamilton Record Groups. Um, we're currently processing the enrollment forms, and you selected the dental plan for employee and spouse, the VIP Standard for employee and spouse, and the S- MEC Tele-RF for employee and spouse. Um, you provided his name under the beneficiary, but we didn't get his date of birth, social, um, and that information. So, we were actually calling to see if you still wanted to add him or did you wanna change the plan to employee only, 'cause we were missing the dependent's information. Um, I guess add him. Y- y- you do wanna add him? Yeah. Okay. Um, can I please get his date of birth? 05/10/'91. And then, i- do you have his social? If you don't, we can put zeros for now. I don't. Okay. I'll put zeros for now. And then it's for Mr. William, correct? Yeah. Okay. All right. So, we have the VIP Standard for employee and spouse being \$31.56. We have the Stay Healthy MEC Tele-RF from employee and spouse, \$17.97. And then dental for employee and spouse being \$6.50. That would be a weekly deduction of \$56.03. Do you allow your staffing agency to make that weekly deduction for these three selected plans? Yeah. Please allow one or two weeks for your staffing agency to start making that deduction. Once you see the very first deduction of the \$56.03 come out of your paycheck, the following Monday of that deduction is when your coverage becomes active. And then by that first week, you should be getting your MEC Tele-RF and your dental card either that Thursday or Friday of your activation week, and I was gonna tell you that for your VIP Standard, that one, they normally don't mail it out to you. So, if you do want a physical card, once you become active that following Monday, you're welcome to give us a call at this number and we can go ahead and put in a request so that you can receive it. Okay. All right. Well, thank you for your time. I hope you have a great day today. Thank you. You, too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... may be monitored or recorded for quality assurance purposes. Hey, good morning. I'm calling from Benefits in a Card on behalf of the Hamilton Record Group. I'm looking to speak with Miss Ashley.

Speaker speaker_1: This is she.

Speaker speaker_0: Hey, good morning. Um, I'm calling because we're c- currently processing the enrollment forms for the healthcare benefits, and you selected three plans, um, three of them being under employee and spouse. However, we were missing your spouse information. Uh, did you-

Speaker speaker_1: I'm sorry, I can't-

Speaker speaker_0: ... still wanna add him?... from Benefits in a Card on behalf of the staffing agency, Hamilton Record Groups. Um, we're currently processing the enrollment forms, and you selected the dental plan for employee and spouse, the VIP Standard for employee and spouse, and the S- MEC Tele-RF for employee and spouse. Um, you provided his name under the beneficiary, but we didn't get his date of birth, social, um, and that information. So, we were actually calling to see if you still wanted to add him or did you wanna change the plan to employee only, 'cause we were missing the dependent's information.

Speaker speaker_1: Um, I guess add him.

Speaker speaker_0: Y- y- you do wanna add him?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, can I please get his date of birth?

Speaker speaker_1: 05/10/91.

Speaker speaker_0: And then, i- do you have his social? If you don't, we can put zeros for now.

Speaker speaker_1: I don't.

Speaker speaker_0: Okay. I'll put zeros for now. And then it's for Mr. William, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. So, we have the VIP Standard for employee and spouse being \$31.56. We have the Stay Healthy MEC Tele-RF from employee and spouse, \$17.97. And then dental for employee and spouse being \$6.50. That would be a weekly deduction of \$56.03. Do you allow your staffing agency to make that weekly deduction for these three selected plans?

Speaker speaker_1: Yeah.

Speaker speaker_0: Please allow one or two weeks for your staffing agency to start making that deduction. Once you see the very first deduction of the \$56.03 come out of your paycheck, the following Monday of that deduction is when your coverage becomes active. And then by that first week, you should be getting your MEC Tele-RF and your dental card

either that Thursday or Friday of your activation week, and I was gonna tell you that for your VIP Standard, that one, they normally don't mail it out to you. So, if you do want a physical card, once you become active that following Monday, you're welcome to give us a call at this number and we can go ahead and put in a request so that you can receive it.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, thank you for your time. I hope you have a great day today.

Speaker speaker_1: Thank you. You, too.

Speaker speaker_0: Thank you. Bye.