

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? Yes, I called this... Uh, I had a email, I mean, a message saying that I had to call to enroll in my benefits. Okay. Okay. Uh, what staffing agency do you work for? OnTrack Staffing. Thank you. Okay. And then what are the last four of your Social? 0880. And your first and last name, please. Terrence Taylor. Okay. For security purposes, could you please verify your address and your date of birth for me? 3574 Tall Oak Circle, Number 6, Memphis, Tennessee 38118. And my date of birth is 11-25-1971. I have 901-356-7302 as your phone number. Yes, ma'am. And then I have your first name, C-E-L, your last name, 1971@gmail.com? No. That's incorrect? No. What is it? Yes, ma... Terrence Taylor, that's my name. Terrence Taylor. Okay. And then is it 1971? Uh, oh, my, uh, Gmail address? Mm-hmm. It's terrencetaylor1971- Okay. Thank you. ...@gmail.com. Okay, so let's see. What was your cause u-... You said you got a email? I got a, uh, message. A text message. Okay. So, um, what does it say though? They were saying that, uh, I had what, from, uh, 30 days on my first pay period to en- enroll in benefits. Okay. Um, so right now you are within your com- your personal open enrollment period which means you're eligible to enroll into healthcare benefits. Um, it looks like you have already, you have already enrolled for the vision and the VIP Standard. But it looks like we're still waiting on receiving a deduction from your staffing agency for them to become active. Okay. Did you want to add new plans or did you wanna keep the ones that you selected already? No, I just wanted the, I just wanted the vision and health. Okay, so yeah, you have those right now. We're just waiting on your- Okay. ... staffing agency, by the looks of it, to do that first deduction, um, 'cause they haven't done it yet. Oh. So you're still in the red. Once we see that first deduction of the \$19.81 coming out of your paycheck, the following Monday of that deduction is when your coverage begins. Okay. Yes, ma'am. Okay? So how about you- And, uh, what, what do I, do y'all send me, uh, a card or...? Yes. So the first week of your activation week, um, you should be getting your vision card, and then for your VIP Standard plan, normally the, they don't send those out to you. So if you do want a physical card, once you become active, that following Monday, you're welcome to call us and request a physical one, and we can put a card request in. Okay. What is it called, a physical card? Yes. So for the medical card, they normally don't send that one out to you. Only, like, the dental and the vision. Mm-hmm. Um, but the plan that you selected, that one, they normally never really send out to the members. So if you do want a physical card, you would have to call and request it once you become active. But you for sure- Okay. ... should get your vision card that first week of your activation week. But, um, we're still waiting on your staffing agency to start making the deductions. Once we see the first one that following day- Yes, ma'am. ... you become active. Okay. Okay. All right. Thank you. All right. Have a nice day, sir. You too. Stay warm. Thank you. You betta.

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: Yes, I called this... Uh, I had a email, I mean, a message saying that I had to call to enroll in my benefits.

Speaker speaker_0: Okay. Okay. Uh, what staffing agency do you work for?

Speaker speaker_1: OnTrack Staffing.

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

Speaker speaker_1: 0880.

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

Speaker speaker_1: Terrence Taylor.

Speaker speaker_0: Okay. For security purposes, could you please verify your address and your date of birth for me?

Speaker speaker_1: 3574 Tall Oak Circle, Number 6, Memphis, Tennessee 38118. And my date of birth is 11-25-1971.

Speaker speaker_0: I have 901-356-7302 as your phone number.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your first name, C-E-L, your last name, 1971@gmail.com?

Speaker speaker_1: No.

Speaker speaker_0: That's incorrect?

Speaker speaker_1: No.

Speaker speaker_0: What is it?

Speaker speaker_1: Yes, ma... Terrence Taylor, that's my name. Terrence Taylor.

Speaker speaker_0: Okay. And then is it 1971?

Speaker speaker_1: Uh, oh, my, uh, Gmail address?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's terrenceltaylor1971-

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: ...@gmail.com.

Speaker speaker_0: Okay, so let's see. What was your cause u-... You said you got a email?

Speaker speaker_1: I got a, uh, message. A text message.

Speaker speaker_0: Okay. So, um, what does it say though?

Speaker speaker_1: They were saying that, uh, I had what, from, uh, 30 days on my first pay period to en- enroll in benefits.

Speaker speaker_0: Okay. Um, so right now you are within your com- your personal open enrollment period which means you're eligible to enroll into healthcare benefits. Um, it looks like you have already, you have already enrolled for the vision and the VIP Standard. But it looks like we're still waiting on receiving a deduction from your staffing agency for them to become active.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you want to add new plans or did you wanna keep the ones that you selected already?

Speaker speaker_1: No, I just wanted the, I just wanted the vision and health.

Speaker speaker_0: Okay, so yeah, you have those right now. We're just waiting on your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... staffing agency, by the looks of it, to do that first deduction, um, 'cause they haven't done it yet.

Speaker speaker_1: Oh.

Speaker speaker_0: So you're still in the red. Once we see that first deduction of the \$19.81 coming out of your paycheck, the following Monday of that deduction is when your coverage begins.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: Okay? So how about you-

Speaker speaker_1: And, uh, what, what do I, do y'all send me, uh, a card or...?

Speaker speaker_0: Yes. So the first week of your activation week, um, you should be getting your vision card, and then for your VIP Standard plan, normally the, they don't send those out to you. So if you do want a physical card, once you become active, that following Monday, you're welcome to call us and request a physical one, and we can put a card request in.

Speaker speaker_1: Okay. What is it called, a physical card?

Speaker speaker_0: Yes. So for the medical card, they normally don't send that one out to you. Only, like, the dental and the vision.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, but the plan that you selected, that one, they normally never really send out to the members. So if you do want a physical card, you would have to call and request it once you become active. But you for sure-

Speaker speaker_1: Okay.

Speaker speaker_0: ... should get your vision card that first week of your activation week. But, um, we're still waiting on your staffing agency to start making the deductions. Once we see the first one that following day-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... you become active.

Speaker speaker_1: Okay. Okay. All right. Thank you.

Speaker speaker_0: All right. Have a nice day, sir.

Speaker speaker_1: You too. Stay warm.

Speaker speaker_0: Thank you.

Speaker speaker_1: You betta.