

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, I got a missed call from y'all. Um, did they leave a voice message by any chance? Uh, yeah, they said something about my bill official or whatever. I don't know what it's all about. Oh, okay. Gotcha. Okay, so it sounds like we're missing information from one of your dependents. Um, what staffing agency do you work for? Uh, I don't work for no staffing agency right now. Um, are you working right now at this time? At home. I left for orientation. For orientation? Yeah, I did leave for orientation. Okay, so it's probably regarding the healthcare benefits that you, um, enrolled into. Okay. But to find out what the call is about, I do need to get in your file. Um, what was the name of that staffing agency? Uh, it was On, On, On Call, On, On Track Staffing Agency. Staffing? Okay. Yeah. And then what are the last four of your Social? 1277. For security purposes, could you please verify your address and your date of birth? 108 44th Avenue Southwest and August 19th, 1997. And then what's that city and state? Lanette. Okay. Is 334-610-5571 your phone number? Yes. And then I have yslkidd018@gmail.com email address? Yes. Okay, so it looks like the reason for your call was because we were missing dependent info on group accident, dental, critical illness, term life, vision, VIP Plus, ID Expert, behavioral health services- Well, I just turned it in. I just finished it. Okay. Um, so we're still missing that information. Um, so if you... So you did- Yeah, she did, uh... I was gonna say I just turned it in. I just left out of the, uh, audit and I'm doing it on the website. Okay. Um, so it still adds employee only, so I can go ahead and fix that for you. Did you still wanna add your spouse under those plans or did you wanna keep it for employee only? Yeah, you can add her. Okay, for what plans? Did you wanna add her for everything or- Yeah, everybody. ... because there are different ones. Okay, give me one second. Everybody. All right, give me one second. Let me update that real quick. Okay, so- Oh, yeah, it did say employee. It did say employee only. Give me one second. Let me... Okay. So... All right, so I have group accident for employee and spouse, that's \$2.95. I have dental for employee and spouse for \$6.99. I have short-term disability for employee only for \$3.94. I have critical illness for employee and spouse for \$3.86. Term life for employee and spouse for \$2.54. Vision for employee and spouse for \$4.35. VIP Plus for employee and spouse for \$66.51. ID Expert for employee and spouse for \$2.70. Behavioral Health for employee and spouse for \$1.50. And then the MEC tele-RS for employee and spouse for \$21.70. Um, that would be a weekly deduction from your paycheck of \$117.04. Do you allow your staffing agency, On Track Staffing, to make those weekly deductions for 117.04 for these selected plans? Yeah, you can. Okay. Please allow one or two weeks for your staffing agency to start making that deduction. Once you see the very first deduction of 117.04 come out of your paycheck, the following Monday from that deduction is when your coverage becomes active. In that first week of your activation week,

you should be getting your MEC tele-RS card, your dental card, and your vision card. For your VIP Plus card, they normally don't mail those out to the members. But once you do become active and y- if you do want a physical card, you're welcome to call us that first Monday of your activation week and we can go ahead and put in a request. And if for some reason once you become active you have, like, a doctor's appointment and still don't have your cards, you're welcome to call this number and we can email them to you. And then I do need your spouse, um, first and last name. Fredricka Hughley. I'm sorry, can you repeat that? Fredricka Hughley. Fredericka Floyd. Okay. Fredericka Floyd. Let me make sure I spelled that right. Can you spell that first name for me? It's, uh... Is it F-R-E- F-L-Y-D-R-I-C-K-A. Okay, thanks. And then that last name? Floyd. Fraud, you said? Floyd. Floyd. F-L-O-Y-D. Okay. And then do you have her Social? No, I do not. Okay, for now we can put zeros, and then whenever you have it, you're welcome to give us a call and we can add that. Um, but for now- Okay. ... we'll put zeros. And then what's her date of birth? August the 24th, 1998. Okay, sir. All right, she has been added. Did you have any more questions for me? That's it. All right. Well, I hope you have a great day. Thank you for your time. You're welcome.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yeah, I got a missed call from y'all.

Speaker speaker_1: Um, did they leave a voice message by any chance?

Speaker speaker_2: Uh, yeah, they said something about my bill official or whatever. I don't know what it's all about.

Speaker speaker_1: Oh, okay. Gotcha. Okay, so it sounds like we're missing information from one of your dependents. Um, what staffing agency do you work for?

Speaker speaker_2: Uh, I don't work for no staffing agency right now.

Speaker speaker_1: Um, are you working right now at this time?

Speaker speaker_2: At home. I left for orientation.

Speaker speaker_1: For orientation?

Speaker speaker_2: Yeah, I did leave for orientation.

Speaker speaker_1: Okay, so it's probably regarding the healthcare benefits that you, um, enrolled into.

Speaker speaker_2: Okay.

Speaker speaker_1: But to find out what the call is about, I do need to get in your file. Um, what was the name of that staffing agency?

Speaker speaker_2: Uh, it was On, On, On Call, On, On Track Staffing Agency.

Speaker speaker_1: Staffing? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: And then what are the last four of your Social?

Speaker speaker_2: 1277.

Speaker speaker_1: For security purposes, could you please verify your address and your date of birth?

Speaker speaker_2: 108 44th Avenue Southwest and August 19th, 1997.

Speaker speaker_1: And then what's that city and state?

Speaker speaker_2: Lanette.

Speaker speaker_1: Okay. Is 334-610-5571 your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have yslkidd018@gmail.com email address?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like the reason for your call was because we were missing dependent info on group accident, dental, critical illness, term life, vision, VIP Plus, ID Expert, behavioral health services-

Speaker speaker_2: Well, I just turned it in. I just finished it.

Speaker speaker_1: Okay. Um, so we're still missing that information. Um, so if you... So you did-

Speaker speaker_2: Yeah, she did, uh... I was gonna say I just turned it in. I just left out of the, uh, audit and I'm doing it on the website.

Speaker speaker_1: Okay. Um, so it still adds employee only, so I can go ahead and fix that for you. Did you still wanna add your spouse under those plans or did you wanna keep it for employee only?

Speaker speaker_2: Yeah, you can add her.

Speaker speaker_1: Okay, for what plans? Did you wanna add her for everything or-

Speaker speaker_2: Yeah, everybody.

Speaker speaker_1: ... because there are different ones. Okay, give me one second.

Speaker speaker_2: Everybody.

Speaker speaker_1: All right, give me one second. Let me update that real quick. Okay, so-

Speaker speaker_2: Oh, yeah, it did say employee. It did say employee only.

Speaker speaker_1: Give me one second. Let me... Okay. So... All right, so I have group accident for employee and spouse, that's \$2.95. I have dental for employee and spouse for \$6.99. I have short-term disability for employee only for \$3.94. I have critical illness for employee and spouse for \$3.86. Term life for employee and spouse for \$2.54. Vision for employee and spouse for \$4.35. VIP Plus for employee and spouse for \$66.51. ID Expert for employee and spouse for \$2.70. Behavioral Health for employee and spouse for \$1.50. And then the MEC tele-RS for employee and spouse for \$21.70. Um, that would be a weekly deduction from your paycheck of \$117.04. Do you allow your staffing agency, On Track Staffing, to make those weekly deductions for 117.04 for these selected plans?

Speaker speaker_2: Yeah, you can.

Speaker speaker_1: Okay. Please allow one or two weeks for your staffing agency to start making that deduction. Once you see the very first deduction of 117.04 come out of your paycheck, the following Monday from that deduction is when your coverage becomes active. In that first week of your activation week, you should be getting your MEC tele-RS card, your dental card, and your vision card. For your VIP Plus card, they normally don't mail those out to the members. But once you do become active and y- if you do want a physical card, you're welcome to call us that first Monday of your activation week and we can go ahead and put in a request. And if for some reason once you become active you have, like, a doctor's appointment and still don't have your cards, you're welcome to call this number and we can email them to you. And then I do need your spouse, um, first and last name.

Speaker speaker_2: Fredricka Hughley.

Speaker speaker_1: I'm sorry, can you repeat that?

Speaker speaker_2: Fredricka Hughley. Fredericka Floyd.

Speaker speaker_1: Okay.

Speaker speaker_2: Fredericka Floyd.

Speaker speaker_1: Let me make sure I spelled that right. Can you spell that first name for me?

Speaker speaker_2: It's, uh...

Speaker speaker_1: Is it F-R-E-

Speaker speaker_2: F-L-Y-D-R-I-C-K-A.

Speaker speaker_1: Okay, thanks. And then that last name?

Speaker speaker_2: Floyd.

Speaker speaker_1: Fraud, you said?

Speaker speaker_2: Floyd. Floyd. F-L-O-Y-D.

Speaker speaker_1: Okay. And then do you have her Social?

Speaker speaker_2: No, I do not.

Speaker speaker_1: Okay, for now we can put zeros, and then whenever you have it, you're welcome to give us a call and we can add that. Um, but for now-

Speaker speaker_2: Okay.

Speaker speaker_1: ... we'll put zeros. And then what's her date of birth?

Speaker speaker_2: August the 24th, 1998.

Speaker speaker_1: Okay, sir. All right, she has been added. Did you have any more questions for me?

Speaker speaker_2: That's it.

Speaker speaker_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker_2: You're welcome.