

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? Yeah, uh, my company, I guess, recently changed insurance companies and I got this text message for the link or the phone number and I don't guess they have a password or a username that I can put in that's working. So, we don't have access to the page, but we can do it over the phone. Are you with, um, what staffing agency 'cause we have had a new one scroll over to us? What's the name of yours? Uh, Superior Skilled Tradesmen. Okay. Or Superior Skilled Trades, I'm not sure. Mm-hmm. And then what are the last four of your Social? 2080. And your first and last name, please? Philip Johnson. Can you please verify your address and date of birth? Should be 3140 Highway 115, Pocahontas, Arkansas, 72455 and birthday is 8-27-1980. I have 870-631-2275 as your phone number. That's it. And I have philrj27 at gmail.com? Uh, it should be Philip. And then R... Is it rj27 at gmail.com? Yeah, it should be P-H-I-L-I-P. A lot of people put two Ls in it. Okay, thank you. All right. So yeah, so Superior Skilled Trades used to be with a different insurance company. Um, they have recently transitioned to us. So if you got that message, it's just to notify you that you currently have, like, a pending enrollment for vision, dental, the VIP Classic or Employee + Family which is that medical plan, term life and the preventative plan which is called the MEC Standalone. If you do wish to make any changes to your enrollment, um, your last day to do so is May 30th. Did you want me to send you the benefit guide that has the plans that they offer? So you currently have a pending enrollment. Um, you're not active yet. You would have to wait for the first deduction of... be processed with your staffing agency of \$117.64. Once you see that first enrollment... I'm sorry, that first deduction, the following Monday, your plan becomes into effect. Did you want me to send you the benefit guide, though, just so that you can see the plans that you're enrolled into and what it covers? Just in case you might want to, like, get something different or something like that? Did you want me to send you that benefit guide? That's kind of why I was calling. Yeah. But whenever I was trying to log in I couldn't, uh... You said if I, if I tried to log in through the insurance company I had before, it won't work on this one? Oh. Um, no, because we're, like, a different company. I, I'm not sure how you would have... You would probably have to reach out to them. So I tried to- Um, if it's, um... Because like I said, they just went, they just switched insurance companies. So I'm not really sure who they were affiliated with before us. What company is this one? This is Benefits in a Card. Uh, this is- I'm not sure what was the name of the previous insurance that they had with their staffing agency. Uh. Okay. I know that a lot of people have been calling from the staffing agency due to that message letting them know that you guys are within company open enrollment and just in case you guys want to, like, change something, your last day to do something, make those changes, I'm sorry, is the 30th of May. And, and in the email that I'm going to send to you, I'm going to write down the plan that you're enrolled into. Just so that,

like, when you open the PDF, you can see the, um, what it offers. Is that MetLife? MetLife is your... Going down to Meridian? MetLife, you do have vision coverage. So that's the carrier for vision. For dental, your VIP Classic and term life, it's, um, American Public Life, the carrier. And for your MEC Standalone, which is your preventative plan, it would be 90 Degrees. So you have different carriers. Benefits in a Card is just the healthcare administrators. We're not the actual carriers of the insurance. We're just the one that off- gives you, like, information regarding your plans and actually do your enrollment. All right. But I can en- I can go ahead and enroll with y'all right now? Yes. So like I said, you currently have a pending one for vision, dental, the VIP Classic which is your plan that covers doctor visits if sick, hospitalization if injured, urgent care, emergency room, term life, um, and then you also have the preventative plan which is the one that covers employee, um, your, like, physical, your annual checkups. And they're all under Employee + Family. And then I also sent you your benefit guide to your email. Can you please confirm that you received it? Uh. It's from info at Benefits in a Card. Yeah. I see it. So that PDF has all the plans that they offer with the weekly deduction to those plans. So when it comes to your medical, you have a pending enrollment for the VIP. Let's see. For the... Sorry, my system is slow. Yeah. I think that's what we had. But, uh- VIP Classic. You've got my email on here, but every time I ever tried to call... uh, log in, it asked for my email, said my email was in- invalid. Hmm, are you logging into... Let's see. Let me see their website. I mean, I can send an, uh, email to our main office, but I'm not sure we are the ones that have access to that website. Um, but I can send out a email and should try. It- Okay. I know we can do a full enrollment over the phone. So, are you logging into, let's see, Superior... Are you logging into www.mibic.com/superior-skilled-trades? Yeah, probably. More than likely. Um, could you just please verify, just to be sure? Good luck with that. I can barely use this phone as we're speaking, looking everything up. 'Cause like I said, we can also do it over the phone if you want to make any changes. But you do currently have a pending enrollment for Business 2021 VIP Classic. Mm-hmm. So pending means it's, uh, it's already switching over to you, right? Pending is that you have... You're already enrolled into it. It's just not effective yet. Once you see the first deduction of the 115 come out of your paycheck, the following Monday of that first deduction is when your plan becomes effective. So you're still not active through us as of yet. Ah. Um, did you want to go ahead and provide your dependent's information though? Because we have these plans for employee plus family, but we don't have your family's information. You hear that? She has me as Employee with Family, but doesn't have the family information. I don't have no spouse and no children information on here. So, I don't know if you want to go ahead and provide that. Hmm. Let's... I'll just wait until everything gets through and she's better on the computer than I am. So you wanted to wait? Um, you do keep... You do gotta keep in mind though, that they only give you till May 30th. Um, I'm not... Give me one second 'cause I'm not sure if... Without, like dependent information, we typically have to change the coverage to employee only, but give me one second. Let me verify. Hold on. Okay. Thank you for your hold. So yeah, I did have to let you know that it is important that we eventually do get this information because if you don't provide it to us, they will change your coverage to employee only. All right, but I've got 'til the 30th? Yes, 'til May 30th to make any changes. Like, let's say you look at the benefit guide that I sent you and instead of the Classic, you want the Pro. To make that change, you do have to be within company open enrollment, which the last day is May 30th. If you wait past May 30th, um, you will have to wait for the next company open enrollment, which is held in April. Hmm.

Yeah. Crazy how this stuff works. But yeah. All right. Uh, you sent me the open enrollment, right? Yes, I sent you the guide that has all the plans that they offer with the weekly deductions and then on the email that I sent to you, I wrote down the plans that you're enrolled into. Or that you're currently pending to be enrolled into, um, just so that you know what, what your coverage for- All right, yeah. I've missed... I've missed several days. Mm-hmm. And if you do want to change anything, like I said, last day to do so is May 30th. Um, but most likely, since we are missing your dependent information, I'm pretty sure they're going to give you a outbound call just to see if we could receive your dependent's information. If they don't get a hold of you, most likely they will change that coverage from Employee Plus Family to Employee Only. So I just wanted to know- notify you about that. All right. Thank you. You're welcome. Have a nice day. You too.

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: Yeah, uh, my company, I guess, recently changed insurance companies and I got this text message for the link or the phone number and I don't guess they have a password or a username that I can put in that's working.

Speaker speaker_0: So, we don't have access to the page, but we can do it over the phone. Are you with, um, what staffing agency 'cause we have had a new one scroll over to us? What's the name of yours?

Speaker speaker_1: Uh, Superior Skilled Tradesmen.

Speaker speaker_0: Okay.

Speaker speaker_1: Or Superior Skilled Trades, I'm not sure.

Speaker speaker_0: Mm-hmm. And then what are the last four of your Social?

Speaker speaker_1: 2080.

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

Speaker speaker_1: Philip Johnson.

Speaker speaker_0: Can you please verify your address and date of birth?

Speaker speaker_1: Should be 3140 Highway 115, Pocahontas, Arkansas, 72455 and birthday is 8-27-1980.

Speaker speaker_0: I have 870-631-2275 as your phone number.

Speaker speaker_1: That's it.

Speaker speaker_0: And I have philrj27 at gmail.com?

Speaker speaker_1: Uh, it should be Philip.

Speaker speaker_0: And then R... Is it rj27 at gmail.com?

Speaker speaker_1: Yeah, it should be P-H-I-L-I-P. A lot of people put two Ls in it.

Speaker speaker_0: Okay, thank you. All right. So yeah, so Superior Skilled Trades used to be with a different insurance company. Um, they have recently transitioned to us. So if you got that message, it's just to notify you that you currently have, like, a pending enrollment for vision, dental, the VIP Classic or Employee + Family which is that medical plan, term life and the preventative plan which is called the MEC Standalone. If you do wish to make any changes to your enrollment, um, your last day to do so is May 30th. Did you want me to send you the benefit guide that has the plans that they offer? So you currently have a pending enrollment. Um, you're not active yet. You would have to wait for the first deduction of... be processed with your staffing agency of \$117.64. Once you see that first enrollment... I'm sorry, that first deduction, the following Monday, your plan becomes into effect. Did you want me to send you the benefit guide, though, just so that you can see the plans that you're enrolled into and what it covers? Just in case you might want to, like, get something different or something like that? Did you want me to send you that benefit guide?

Speaker speaker_1: That's kind of why I was calling. Yeah. But whenever I was trying to log in I couldn't, uh... You said if I, if I tried to log in through the insurance company I had before, it won't work on this one?

Speaker speaker_0: Oh. Um, no, because we're, like, a different company. I, I'm not sure how you would have... You would probably have to reach out to them.

Speaker speaker_1: So I tried to-

Speaker speaker_0: Um, if it's, um... Because like I said, they just went, they just switched insurance companies. So I'm not really sure who they were affiliated with before us.

Speaker speaker_1: What company is this one?

Speaker speaker_0: This is Benefits in a Card.

Speaker speaker_1: Uh, this is-

Speaker speaker_0: I'm not sure what was the name of the previous insurance that they had with their staffing agency. Uh.

Speaker speaker_1: Okay.

Speaker speaker_0: I know that a lot of people have been calling from the staffing agency due to that message letting them know that you guys are within company open enrollment and just in case you guys want to, like, change something, your last day to do something, make those changes, I'm sorry, is the 30th of May. And, and in the email that I'm going to send to you, I'm going to write down the plan that you're enrolled into. Just so that, like, when you open the PDF, you can see the, um, what it offers.

Speaker speaker_1: Is that MetLife?

Speaker speaker_0: MetLife is your...

Speaker speaker_1: Going down to Meridian?

Speaker speaker_0: MetLife, you do have vision coverage. So that's the carrier for vision. For dental, your VIP Classic and term life, it's, um, American Public Life, the carrier. And for your MEC Standalone, which is your preventative plan, it would be 90 Degrees. So you have different carriers. Benefits in a Card is just the healthcare administrators. We're not the actual carriers of the insurance. We're just the one that off- gives you, like, information regarding your plans and actually do your enrollment.

Speaker speaker_1: All right. But I can en- I can go ahead and enroll with y'all right now?

Speaker speaker_0: Yes. So like I said, you currently have a pending one for vision, dental, the VIP Classic which is your plan that covers doctor visits if sick, hospitalization if injured, urgent care, emergency room, term life, um, and then you also have the preventative plan which is the one that covers employee, um, your, like, physical, your annual checkups. And they're all under Employee + Family. And then I also sent you your benefit guide to your email. Can you please confirm that you received it?

Speaker speaker_1: Uh.

Speaker speaker_0: It's from info at Benefits in a Card.

Speaker speaker_1: Yeah. I see it.

Speaker speaker_0: So that PDF has all the plans that they offer with the weekly deduction to those plans. So when it comes to your medical, you have a pending enrollment for the VIP. Let's see. For the... Sorry, my system is slow.

Speaker speaker_1: Yeah. I think that's what we had. But, uh-

Speaker speaker_0: VIP Classic.

Speaker speaker_1: You've got my email on here, but every time I ever tried to call... uh, log in, it asked for my email, said my email was in- invalid.

Speaker speaker_0: Hmm, are you logging into... Let's see. Let me see their website. I mean, I can send an, uh, email to our main office, but I'm not sure we are the ones that have access to that website. Um, but I can send out a email and should try. It-

Speaker speaker_1: Okay.

Speaker speaker_0: I know we can do a full enrollment over the phone. So, are you logging into, let's see, Superior... Are you logging into www.mibic.com/superior-skilled-trades?

Speaker speaker_1: Yeah, probably. More than likely.

Speaker speaker_0: Um, could you just please verify, just to be sure?

Speaker speaker_1: Good luck with that. I can barely use this phone as we're speaking, looking everything up.

Speaker speaker_0: 'Cause like I said, we can also do it over the phone if you want to make any changes. But you do currently have a pending enrollment for Business 2021 VIP Classic. Mm-hmm.

Speaker speaker_1: So pending means it's, uh, it's already switching over to you, right?

Speaker speaker_0: Pending is that you have... You're already enrolled into it. It's just not effective yet. Once you see the first deduction of the 115 come out of your paycheck, the following Monday of that first deduction is when your plan becomes effective. So you're still not active through us as of yet.

Speaker speaker_1: Ah.

Speaker speaker_0: Um, did you want to go ahead and provide your dependent's information though? Because we have these plans for employee plus family, but we don't have your family's information.

Speaker speaker_1: You hear that? She has me as Employee with Family, but doesn't have the family information.

Speaker speaker_0: I don't have no spouse and no children information on here. So, I don't know if you want to go ahead and provide that.

Speaker speaker_1: Hmm. Let's... I'll just wait until everything gets through and she's better on the computer than I am.

Speaker speaker_0: So you wanted to wait? Um, you do keep... You do gotta keep in mind though, that they only give you till May 30th. Um, I'm not... Give me one second 'cause I'm not sure if... Without, like dependent information, we typically have to change the coverage to employee only, but give me one second. Let me verify.

Speaker speaker_1: Hold on.

Speaker speaker_0: Okay. Thank you for your hold. So yeah, I did have to let you know that it is important that we eventually do get this information because if you don't provide it to us, they will change your coverage to employee only.

Speaker speaker_1: All right, but I've got 'til the 30th?

Speaker speaker_0: Yes, 'til May 30th to make any changes. Like, let's say you look at the benefit guide that I sent you and instead of the Classic, you want the Pro. To make that change, you do have to be within company open enrollment, which the last day is May 30th. If you wait past May 30th, um, you will have to wait for the next company open enrollment, which is held in April.

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what, what your coverage for-

Speaker speaker_1: All right, yeah. I've missed... I've missed several days.

Speaker speaker_0: Mm-hmm. And if you do want to change anything, like I said, last day to do so is May 30th. Um, but most likely, since we are missing your dependent information, I'm pretty sure they're going to give you a outbound call just to see if we could receive your dependent's information. If they don't get a hold of you, most likely they will change that coverage from Employee Plus Family to Employee Only. So I just wanted to know- notify you about that.

Speaker speaker_1: All right. Thank you.

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

Speaker speaker_1: You too.