

Transcript: Francesca

Baez-5217107636600832-5546008011292672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, my name's Amanda Vickery, uh, I was wanting to enroll in the benefits in cards. Okay, so Benefits in a Card is of the company. It is not an actual benefit. It will be health insurance that we administer to the staffing companies. Was that what you were calling in regards to? Yeah, with the Staffing Solution, that's where I got my job through. Okay. What is the name of the staffing company? Uh, In- Innocent Staffing Solution. I'm not sure what it's called. It's here in Princeton, Kentucky. Okay. So due to the fact that we work with more than one staffing company, I will need the name of it. Do you know at least the initials of it, or any acronym they go by? I-S-S. You said I-S-S? Yes. Okay. What are the last four of your Social? 7338. And your last name, please? Vickery. Please verify your mailing address and date of birth to make sure we're in the right account. Um, my address is 725 Crestwell Road, Princeton, Kentucky 42445, and my birthday is August 4th, 1986. We have the best phone number to reach you down as 607-483-5341? Yes. And we have your email down as first and last name, number 90 @gmail.com? Yes. So Ms. Vickery, you actually already have an enrollment process in the system. It shows that it is for a medical plan, dental and vision from the form that you filled out November 14th for MEC Preventative and Insure Plus Enhance. So, that policy's already processed. They're just missing to make the activation payment to be sent over so they can activate your benefits. Were you looking to enroll into those benefits, or were you looking to make changes to that current policy? Well, the only question I have, could I add my two daughters to it? Yes, ma'am. So we're still able to make a change for the policy to be for employee and children since at the moment you're still within your personal enrollment period. 'Cause I'd like to add my one-year-old twins to it. Hmm. Okay, bear with me one moment. So with the addition of the children it will be \$65.04 per pay check. No, that's fine. And do you authorize Innovative Staff Solutions, also known as I-S-S, to make those deductions for you? Yes. Bear with me one moment while it finishes processing. All right. And then let's go ahead and add your daughters' information. What will be the first and the last name of the first one? Aaliyah Grace Harp. Could you spell Aaliyah for me to make sure that's the correct spelling? A-A-L-I-Y-A-H. A-A-L-I-Y-A-H? Yes. And you said middle name was Grace, correct? Yes, her middle name's Grace. Her last name is Harp, H-A-R-P. All right. And by any chance, do you have her Social? Uh, yes. It is 767-25-6972. And lastly, what is her date of birth? October 2nd, 2023. October 2nd, 2023. All right. And what will be the other twin's name? Shayla Lashon Harp. Shayla, S-H-A-Y-L-A? Yes. And how do you spell her middle name? L-A-S-H-O-N. What was the third letter? You said L-A and then H-O-N? L-A-S-H-O-N. There we go. And what is her Social? 731-85-9446. Same date of birth, correct? October 2nd, 2023. All right. So they are all set in there. Were you looking to add more children, or just the twins? No, just

them. All right. So allow one to two weeks for them to start making those deductions. In the event that you see the first deduction being \$40.52- Okay. ... give it about one to two weeks for them to change it to the 65.04 for the twins to be added into the policy. All right. Thank you. Of course. And then once you see that very first deduction, following Monday is gonna be when coverage becomes effective. And same week of activation, Friday is when they send out the benefit cards. Now from your benefits, from the four plans there's only one plan that does a digital card, which is that Insure Plus Enhance for the hospital services. They're gonna be sending it to your email. However, if you do want a hard copy instead, just give us a call back Monday of activation so that we can submit a mail order on it. Okay? All right. Is there anything else we can assist you with today? No, that's all. All right. I do hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Bye-bye.

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 Francesca. How can I assist you today?

Speaker speaker_2: Yes, my name's Amanda Vickery, uh, I was wanting to enroll in the benefits in cards.

Speaker speaker_1: Okay, so Benefits in a Card is of the company. It is not an actual benefit. It will be health insurance that we administer to the staffing companies. Was that what you were calling in regards to?

Speaker speaker_2: Yeah, with the Staffing Solution, that's where I got my job through.

Speaker speaker_1: Okay. What is the name of the staffing company?

Speaker speaker_2: Uh, In- Innocent Staffing Solution. I'm not sure what it's called. It's here in Princeton, Kentucky.

Speaker speaker_1: Okay. So due to the fact that we work with more than one staffing company, I will need the name of it. Do you know at least the initials of it, or any acronym they go by?

Speaker speaker_2: I-S-S.

Speaker speaker_1: You said I-S-S?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What are the last four of your Social?

Speaker speaker_2: 7338.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Vickery.

Speaker speaker_1: Please verify your mailing address and date of birth to make sure we're in the right account.

Speaker speaker_2: Um, my address is 725 Crestwell Road, Princeton, Kentucky 42445, and my birthday is August 4th, 1986.

Speaker speaker_1: We have the best phone number to reach you down as 607-483-5341?

Speaker speaker_2: Yes.

Speaker speaker_1: And we have your email down as first and last name, number 90@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So Ms. Vickery, you actually already have an enrollment process in the system. It shows that it is for a medical plan, dental and vision from the form that you filled out November 14th for MEC Preventative and Insure Plus Enhance. So, that policy's already processed. They're just missing to make the activation payment to be sent over so they can activate your benefits. Were you looking to enroll into those benefits, or were you looking to make changes to that current policy?

Speaker speaker_2: Well, the only question I have, could I add my two daughters to it?

Speaker speaker_1: Yes, ma'am. So we're still able to make a change for the policy to be for employee and children since at the moment you're still within your personal enrollment period.

Speaker speaker_2: 'Cause I'd like to add my one-year-old twins to it.

Speaker speaker_1: Hmm. Okay, bear with me one moment. So with the addition of the children it will be \$65.04 per pay check.

Speaker speaker_2: No, that's fine.

Speaker speaker_1: And do you authorize Innovative Staff Solutions, also known as I-S-S, to make those deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Bear with me one moment while it finishes processing. All right. And then let's go ahead and add your daughters' information. What will be the first and the last name of the first one?

Speaker speaker_2: Aaliyah Grace Harp.

Speaker speaker_1: Could you spell Aaliyah for me to make sure that's the correct spelling?

Speaker speaker_2: A-A-L-I-Y-A-H.

Speaker speaker_1: A-A-L-I-Y-A-H?

Speaker speaker_2: Yes.

Speaker speaker_1: And you said middle name was Grace, correct?

Speaker speaker_2: Yes, her middle name's Grace. Her last name is Harp, H-A-R-P.

Speaker speaker_1: All right. And by any chance, do you have her Social?

Speaker speaker_2: Uh, yes. It is 767-25-6972.

Speaker speaker_1: And lastly, what is her date of birth?

Speaker speaker_2: October 2nd, 2023.

Speaker speaker_1: October 2nd, 2023. All right. And what will be the other twin's name?

Speaker speaker_2: Shayla Lashon Harp.

Speaker speaker_1: Shayla, S-H-A-Y-L-A?

Speaker speaker_2: Yes.

Speaker speaker_1: And how do you spell her middle name?

Speaker speaker_2: L-A-S-H-O-N.

Speaker speaker_1: What was the third letter? You said L-A and then H-O-N?

Speaker speaker_2: L-A-S-H-O-N.

Speaker speaker_1: There we go. And what is her Social?

Speaker speaker_2: 731-85-9446.

Speaker speaker_1: Same date of birth, correct?

Speaker speaker_2: October 2nd, 2023.

Speaker speaker_1: All right. So they are all set in there. Were you looking to add more children, or just the twins?

Speaker speaker_2: No, just them.

Speaker speaker_1: All right. So allow one to two weeks for them to start making those deductions. In the event that you see the first deduction being \$40.52-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give it about one to two weeks for them to change it to the 65.04 for the twins to be added into the policy.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Of course. And then once you see that very first deduction, following Monday is gonna be when coverage becomes effective. And same week of activation, Friday is when they send out the benefit cards. Now from your benefits, from the four plans there's only one plan that does a digital card, which is that Insure Plus Enhance for the hospital services. They're gonna be sending it to your email. However, if you do want a hard copy instead, just give us a call back Monday of activation so that we can submit a mail order on it.

Okay?

Speaker speaker_2: All right.

Speaker speaker_1: Is there anything else we can assist you with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.