

Transcript: Francesca

Baez-6177482748248064-5590392125833216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling ... My name is Francesca. Can I see the- Hello, yes, uh, my name is Matthew Johnson. Uh, I was calling to make a change to, uh, the, I guess, the benefits I signed up for. What staffing company do you work with? Uh, Focus Workforce Management. And what are the last four of the Social? 2416. And your last name, please? Johnson. Did you just recently started working with them, sir? We don't have an account for you yet. Oh, okay. Yes, I, I did, I did just start, um... Okay. So- That's, uh... I apologize. I was just trying to say, the file has not been sent to us. You have two options at this point. We can either make one, for which we will need the full Social. If you do not feel comfortable providing a full Social, then you can call in throughout the week to see when we'll receive it. Um, the only thing is, I wouldn't be able to make any changes to the enrollment that you submitted, since we haven't gotten it yet. It will be us starting fresh with a new enrollment instead. Okay. 'Cause we did, 'cause we did process all the forms already that we received from the staffing companies today, and your staffing company didn't send any of them today. Okay. Well then, uh, I'll just, uh, talk with the office and go from there then. Um, they said there is a possibility they might advise you to speak back to us, since we're the account administrators for their st- um, benefits and insurance coverage that is being offered, 'cause they had said- Okay. Okay, so then, um... Okay, so I would have to create an account with y'all anyways. Yes, so if you were to wait it in 'til we receive the information, then the account would be made without you having to give the so- the full Social. But if you do not want to wait 'til we receive it, then it will providing the full Social to create that file, so that we can process an enrollment on it. Okay. Uh, well, let's go ahead with that then. Uh, I'll, I'll just tell you my, the... So if I give you the full Social, then you can help me set up the full enrollment? Yes, sir. We'll be able to process the enrollment once we have your full Social and create the account. Okay. Um, so my full Social is 224, uh, 57, 2416. What is your mailing address, Mr. Johnson? 621 South Jefferson Street in Junction City, Kansas, Apartment 304. What is the ZIP code? 66441. All right, and what is your date of birth? 7/26/1989. And is the phone number you're calling on, that sh- caller ID shows it ending in 9085, a good contact number to put on the account? Yes, it is. All right, and then lastly, would you like to put an email address on this account, or leave it with no email address for the time being? Okay, so the email would be matt, that would be M as in Mike, A-T-T, N as in Nancy, J-A-Y, N as in Nancy, A, 2012 at gmail.com. Okay, so I have it down as matt and jaw, N, A, 2012 at gmail.com? J-A-Y. J-A-Y, instead of the W, correct? Right. All right. Okay, and did you know which benefit plans you wanted to be enrolled into? Uh, yes, the VIP Classic Family Plan. Mm-hmm. Okay. So I believe there are benefits more than likely because it's a new offering here, it could have changed, rewarding-wise. They have the VIP Standard and the VIP Plus. Pricewise, the VIP Standard for family is \$4,833 per paycheck, and VIP Plus is

\$9,480 per paycheck. Do any of those ring a bell? Uh, yeah, I'm looking at the book. Uh, so the VIP Classic no longer exists. No, sir. Okay. Um, so then looking at this, um, the... Uh, let me again flip into the- Just- ... page here. Have you looked in your Benefit Guide? Okay. So... Are you looking at a Benefit Guide? Yeah, I am. It's the Benefits in the Card, uh, Benefit Guide. If you go into page number two for me, being guided by the number at the bottom of the pages- Yeah. ... could you tell me what the hospital admission benefit amount is for the VIP Classic? Yes, it's \$500 a day. Okay, so that would be the VIP Standard then, from the new benefits. All right, so... All right, 'cause it says the intensive care... The reason we were going with the, with the original VIP Classic- Mm-hmm. ... is 'cause it included the ICU benefit. Oh, okay. And it says here that the Standard doesn't have that. Okay, and then that also includes the preventative surgery, correct? Uh, let's see. Um, preventative... You said preventative surgery? Mm-hmm. Let's see, preventative surgery. Yes, the Classic included the preventative surgery. Okay. So from the looks of it, it's actually going to be the VIP Plus, 'cause that one, out of those two, VIP does cover both the ICU as well as the preventative surgery. The only difference from the new one that I'm seeing is that for the hospital admission, instead of covering you for \$500 once a year, it shows as a VIP Plus will be covering \$1,000 per year. I mean, once a year. Sorry. Okay. Um, let me ask my wife, who's right behind me, real quick. Mm-hmm. So they no longer have the VIP Classic. They have the VIP Standard and the VIP Plus. So the Classic was, like, right in the middle that we wanted, but... Um... So it'd all be \$94 a p- a week. Okay? Okay. Uh, she says we'll do the VIP, uh, Plus. All right. For employee and family, correct? Yes. All right. And then I also did, um, I tried to send you the new Benefit Guide to the email you provided me with. Let me see. One second. Let me bring it up. Hopefully that will help better. Let's see. It would be titled Benefit Guide Coming to You From Info at Benefits in a Card. Okay, so then we... I... Let's see. There's page one, maybe page two. Okay. So here's the new updated one, hon. She sent it to us. So yeah, basically for the ICU, rehabilitation and all that, and then... Okay. Yep. We'll, uh, we'll do the VIP Plus on that. All right. And then which other plan would you like to be enrolled into, aside from that one? Um, it would be the, um, dental and the, uh, vision. And then he- And both of those- Mm-hmm. What? Oh, no. I was just gonna confirm, both of those are also gonna be for employee and family, correct? Yes. Okay. And then the Behavioral Health Plan, um, what does that cover? So that will be virtual therapy, whether it will be over the phone or with a video call. The only thing is it's not gonna cover face-to-face therapy with a provider. All right. Um, so yeah. That one- So it includes... Mm-hmm? Oh, no. I apologize. I was just gonna go over the highlights that it includes. Okay. Um, it says that it includes access to a master level counselor all year round, 24/7. It has no copays or fees. The sessions are available via telephone or video, immediate crisis support, as well as comprehensive risk assessments. It has 100% follow-up with the original counselor, supportive counseling in subsequent sessions as well. Um, you are also able to do a custom refer if needed, to medical, behavior health plans or a community resource. All right, um, I think we'll just stick for now then with the vision and the dental. Okay, so I have vision, dental and then the BAP plus? Yep. All right, so you're looking at \$116.91 for Paychex. Mm-hmm. Do you authorize Focus Workforce Management to make those deductions for you? Uh-huh. All right, and then let's go ahead with your dependent information. What is your spouse first and last name? Jayna Johnson. And could I have her spelling of the first name just to make sure I'm going to put it correct? Yep, it's, uh, just like the email. J-A-Y-N-A. All right. And in case you have her

Social, if not, it's okay. No, I do. Go ahead. It is 611-70-2652. And lastly, her date of birth. 2/24/1992. All right, and then you can go ahead with the first child. Uh, it'll just be one for the moment, but it's, uh- Okay. ... Joseph Johnson. J-O-S-E-P-H? Yep. And what are his Socials? 114-08-1868. And lastly, his date of birth. 5/26/2016. All right, and then let me make sure that your enrollment as well as the account were sent correctly into the system. All right, so we are all set. Your enrollment has been processed. I'll make sure to put a note on the account that in the event that we receive that enrollment form, do not change anything to the current policy that we submitted today. And then as far as the policy activation goes, once you start working with them, allow one to two weeks for them to start making your deductions. When you see that very first deduction, following Monday is going to be when your coverage becomes effective. And that same week of activation, Friday, will be when the carriers will send out your benefit cards. From your current selection- Okay. ... the only physical card that's not going to be sent to you just because that's how the carrier works will be the BAP plus card. You have the same carrier for the dental and that medical plan, which is American Public Life. For some reason, their medical cards get digitally sent to the email you have on file. Um, however, if you guys do want a hard copy, give us a call that week of activation at any point so that we can submit the request for the mail copy of it. If you guys wanted to have digital access to all three benefit cards before you get them in the mail, I suggest calling in after or on Wednesday of the activation week. Roughly, that's usually when we have access to the digital copies of the benefit cards to be able to provide you them while you wait for the hard copies to arrive to your home. All righty. All right. And then the last piece of information I would like to provide you with is, as of right now, you don't have a deadline as to when you're able to make changes to your current policy. Once you do start working with them and you receive your very first payment, 30 days after that paycheck will be your deadline. As of right now, your company is on open enrollment period for all of their employees in general. Um, theirs will be ending February 14th, 2025. Yours could go farther from there, just depending on when it is that you get that first paycheck. Okay. All right, so you are all set. Was there anything else that we can assist you with today? No, not today. Thank you so much for your help. Of course, it was my pleasure. If you have any questions or any concerns about the current benefits that you have, feel free to give us a call back. We're going to be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. That information is also in the email that I sent you with the benefit guide. All righty, I appreciate it. Of course, it was my pleasure. I hope you have a wonderful rest of your day today, Mr. Johnson. Thank you, you too. Bye. Okay, mm-hmm, bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling ... My name is Francesca. Can I see the-

Speaker speaker_2: Hello, yes, uh, my name is Matthew Johnson. Uh, I was calling to make a change to, uh, the, I guess, the benefits I signed up for.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Focus Workforce Management.

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

Speaker speaker_2: 2416.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Johnson.

Speaker speaker_1: Did you just recently started working with them, sir? We don't have an account for you yet.

Speaker speaker_2: Oh, okay. Yes, I, I did, I did just start, um...

Speaker speaker_1: Okay. So-

Speaker speaker_2: That's, uh...

Speaker speaker_1: I apologize. I was just trying to say, the file has not been sent to us. You have two options at this point. We can either make one, for which we will need the full Social. If you do not feel comfortable providing a full Social, then you can call in throughout the week to see when we'll receive it. Um, the only thing is, I wouldn't be able to make any changes to the enrollment that you submitted, since we haven't gotten it yet. It will be us starting fresh with a new enrollment instead.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause we did, 'cause we did process all the forms already that we received from the staffing companies today, and your staffing company didn't send any of them today.

Speaker speaker_2: Okay. Well then, uh, I'll just, uh, talk with the office and go from there then.

Speaker speaker_1: Um, they said there is a possibility they might advise you to speak back to us, since we're the account administrators for their st- um, benefits and insurance coverage that is being offered, 'cause they had said-

Speaker speaker_2: Okay. Okay, so then, um... Okay, so I would have to create an account with y'all anyways.

Speaker speaker_1: Yes, so if you were to wait it in 'til we receive the information, then the account would be made without you having to give the so- the full Social. But if you do not want to wait 'til we receive it, then it will providing the full Social to create that file, so that we can process an enrollment on it.

Speaker speaker_2: Okay. Uh, well, let's go ahead with that then. Uh, I'll, I'll just tell you my, the... So if I give you the full Social, then you can help me set up the full enrollment?

Speaker speaker_1: Yes, sir. We'll be able to process the enrollment once we have your full Social and create the account.

Speaker speaker_2: Okay. Um, so my full Social is 224, uh, 57, 2416.

Speaker speaker_1: What is your mailing address, Mr. Johnson?

Speaker speaker_2: 621 South Jefferson Street in Junction City, Kansas, Apartment 304.

Speaker speaker_1: What is the ZIP code?

Speaker speaker_2: 66441.

Speaker speaker_1: All right, and what is your date of birth?

Speaker speaker_2: 7/26/1989.

Speaker speaker_1: And is the phone number you're calling on, that sh- caller ID shows it ending in 9085, a good contact number to put on the account?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: All right, and then lastly, would you like to put an email address on this account, or leave it with no email address for the time being?

Speaker speaker_2: Okay, so the email would be matt, that would be M as in Mike, A-T-T, N as in Nancy, J-A-Y, N as in Nancy, A, 2012 at gmail.com.

Speaker speaker_1: Okay, so I have it down as matt and jaw, N, A, 2012 at gmail.com?

Speaker speaker_2: J-A-Y.

Speaker speaker_1: J-A-Y, instead of the W, correct?

Speaker speaker_2: Right.

Speaker speaker_1: All right. Okay, and did you know which benefit plans you wanted to be enrolled into?

Speaker speaker_2: Uh, yes, the VIP Classic Family Plan.

Speaker speaker_1: Mm-hmm. Okay. So I believe there are benefits more than likely because it's a new offering here, it could have changed, rewarding-wise. They have the VIP Standard and the VIP Plus. Pricewise, the VIP Standard for family is \$4,833 per paycheck, and VIP Plus is \$9,480 per paycheck. Do any of those ring a bell?

Speaker speaker_2: Uh, yeah, I'm looking at the book. Uh, so the VIP Classic no longer exists.

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. Um, so then looking at this, um, the... Uh, let me again flip into the-

Speaker speaker_1: Just-

Speaker speaker_2: ... page here.

Speaker speaker_1: Have you looked in your Benefit Guide?

Speaker speaker_2: Okay. So...

Speaker speaker_1: Are you looking at a Benefit Guide?

Speaker speaker_2: Yeah, I am. It's the Benefits in the Card, uh, Benefit Guide.

Speaker speaker_1: If you go into page number two for me, being guided by the number at the bottom of the pages-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... could you tell me what the hospital admission benefit amount is for the VIP Classic?

Speaker speaker_2: Yes, it's \$500 a day.

Speaker speaker_1: Okay, so that would be the VIP Standard then, from the new benefits.

Speaker speaker_2: All right, so... All right, 'cause it says the intensive care... The reason we were going with the, with the original VIP Classic-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... is 'cause it included the ICU benefit.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: And it says here that the Standard doesn't have that.

Speaker speaker_1: Okay, and then that also includes the preventative surgery, correct?

Speaker speaker_2: Uh, let's see. Um, preventative... You said preventative surgery?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Let's see, preventative surgery. Yes, the Classic included the preventative surgery.

Speaker speaker_1: Okay. So from the looks of it, it's actually going to be the VIP Plus, 'cause that one, out of those two, VIP does cover both the ICU as well as the preventative surgery. The only difference from the new one that I'm seeing is that for the hospital admission, instead of covering you for \$500 once a year, it shows as a VIP Plus will be covering \$1,000 per year. I mean, once a year. Sorry.

Speaker speaker_2: Okay. Um, let me ask my wife, who's right behind me, real quick.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So they no longer have the VIP Classic. They have the VIP Standard and the VIP Plus. So the Classic was, like, right in the middle that we wanted, but... Um... So it'd all be \$94 a p- a week. Okay? Okay. Uh, she says we'll do the VIP, uh, Plus.

Speaker speaker_1: All right. For employee and family, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And then I also did, um, I tried to send you the new Benefit Guide to the email you provided me with.

Speaker speaker_2: Let me see. One second. Let me bring it up.

Speaker speaker_1: Hopefully that will help better.

Speaker speaker_2: Let's see.

Speaker speaker_1: It would be titled Benefit Guide Coming to You From Info at Benefits in a Card.

Speaker speaker_2: Okay, so then we... I... Let's see. There's page one, maybe page two. Okay. So here's the new updated one, hon. She sent it to us. So yeah, basically for the ICU, rehabilitation and all that, and then... Okay. Yep. We'll, uh, we'll do the VIP Plus on that.

Speaker speaker_1: All right. And then which other plan would you like to be enrolled into, aside from that one?

Speaker speaker_2: Um, it would be the, um, dental and the, uh, vision. And then he-

Speaker speaker_1: And both of those-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What? Oh, no. I was just gonna confirm, both of those are also gonna be for employee and family, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And then the Behavioral Health Plan, um, what does that cover?

Speaker speaker_1: So that will be virtual therapy, whether it will be over the phone or with a video call. The only thing is it's not gonna cover face-to-face therapy with a provider.

Speaker speaker_2: All righty. Um, so yeah. That one-

Speaker speaker_1: So it includes...

Speaker speaker_2: Mm-hmm?

Speaker speaker_1: Oh, no. I apologize. I was just gonna go over the highlights that it includes.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, it says that it includes access to a master level counselor all year round, 24/7. It has no copays or fees. The sessions are available via telephone or video, immediate crisis support, as well as comprehensive risk assessments. It has 100% follow-up with the original counselor, supportive counseling in subsequent sessions as well. Um, you

are also able to do a custom refer if needed, to medical, behavior health plans or a community resource.

Speaker speaker_2: All righty, um, I think we'll just stick for now then with the vision and the dental.

Speaker speaker_1: Okay, so I have vision, dental and then the BAP plus?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, so you're looking at \$116.91 for Paychex.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Do you authorize Focus Workforce Management to make those deductions for you?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: All right, and then let's go ahead with your dependent information. What is your spouse first and last name?

Speaker speaker_2: Jayna Johnson.

Speaker speaker_1: And could I have her spelling of the first name just to make sure I'm going to put it correct?

Speaker speaker_2: Yep, it's, uh, just like the email. J-A-Y-N-A.

Speaker speaker_1: All right. And in case you have her Social, if not, it's okay.

Speaker speaker_2: No, I do.

Speaker speaker_1: Go ahead.

Speaker speaker_2: It is 611-70-2652.

Speaker speaker_1: And lastly, her date of birth.

Speaker speaker_2: 2/24/1992.

Speaker speaker_1: All right, and then you can go ahead with the first child.

Speaker speaker_2: Uh, it'll just be one for the moment, but it's, uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... Joseph Johnson.

Speaker speaker_1: J-O-S-E-P-H?

Speaker speaker_2: Yep.

Speaker speaker_1: And what are his Socials?

Speaker speaker_2: 114-08-1868.

Speaker speaker_1: And lastly, his date of birth.

Speaker speaker_2: 5/26/2016.

Speaker speaker_1: All right, and then let me make sure that your enrollment as well as the account were sent correctly into the system. All right, so we are all set. Your enrollment has been processed. I'll make sure to put a note on the account that in the event that we receive that enrollment form, do not change anything to the current policy that we submitted today. And then as far as the policy activation goes, once you start working with them, allow one to two weeks for them to start making your deductions. When you see that very first deduction, following Monday is going to be when your coverage becomes effective. And that same week of activation, Friday, will be when the carriers will send out your benefit cards. From your current selection-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the only physical card that's not going to be sent to you just because that's how the carrier works will be the BAP plus card. You have the same carrier for the dental and that medical plan, which is American Public Life. For some reason, their medical cards get digitally sent to the email you have on file. Um, however, if you guys do want a hard copy, give us a call that week of activation at any point so that we can submit the request for the mail copy of it. If you guys wanted to have digital access to all three benefit cards before you get them in the mail, I suggest calling in after or on Wednesday of the activation week. Roughly, that's usually when we have access to the digital copies of the benefit cards to be able to provide you them while you wait for the hard copies to arrive to your home.

Speaker speaker_2: All righty.

Speaker speaker_1: All right. And then the last piece of information I would like to provide you with is, as of right now, you don't have a deadline as to when you're able to make changes to your current policy. Once you do start working with them and you receive your very first payment, 30 days after that paycheck will be your deadline. As of right now, your company is on open enrollment period for all of their employees in general. Um, theirs will be ending February 14th, 2025. Yours could go farther from there, just depending on when it is that you get that first paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so you are all set. Was there anything else that we can assist you with today?

Speaker speaker_2: No, not today. Thank you so much for your help.

Speaker speaker_1: Of course, it was my pleasure. If you have any questions or any concerns about the current benefits that you have, feel free to give us a call back. We're going to be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. That information is also in the email that I sent you with the benefit guide.

Speaker speaker_2: All righty, I appreciate it.

Speaker speaker_1: Of course, it was my pleasure. I hope you have a wonderful rest of your day today, Mr. Johnson.

Speaker speaker_2: Thank you, you too.

Speaker speaker_1: Bye.

Speaker speaker_2: Okay, mm-hmm, bye.