

Transcript: Francesca

Baez-6645447335395328-5372023489216512

Full Transcript

Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today? Yes, okay, I just got a, um, I just got a call and it accidentally hung up on the agent right in the middle of the call. Okay. Do you apply for a staffing company? Yes, BGSS. Okay. What are the last four of your Social Security if they left a note on your account? 2233. Can you please verify the mailing address and date of birth? 9707 Milburn. Hello? What is the date of birth? 07-26-97. I have passport number 3149221709. Yes. Can I have your email down as your first initial, coleman75@gmail.com? Yes. Sir, we're calling you 'cause yesterday we were processing your enrollment form that you filled out December 27, 2024. Um, we were unable to call you yesterday 'cause no phone number was provided on it. But the agent was calling to confirm whether or not you were declining coverage since you had elected one plan but also to opt out. Oh, no. Um, whatever the basic coverage was. So these are PPO limited plans. They don't have really a basic coverage. All of the plans are separated, so you basically choose each of the plans that you would like to be enrolled into. Okay. They offer medical plans, one dental plan, a short-term disability, a life insurance, vision, critical illness group accident, behavior health which is ritual therapy, ID expert for identity theft protection, and FreeRx which is an ide- a medication prescription, and then the one that you have selected on your form was the primary virtual care plan. Okay. Um- If you aren't sure at the moment, I can also offer to send you a copy of their benefit guide to look over which plans they offer if it makes it easier. Yeah. I'm I- I'm kind of unsure right now. But you can definitely send that over and then I can give a call back at this number? Yes, sir. So as of right now since you haven't started working as of yet or received that first paycheck, you don't have a deadline. However, once you do get that very first paycheck, 30 days after that paycheck will be the last day for you to enroll into coverage. Okay. So I just got start, I just started yesterday. Mm-hmm. Yeah. So- Okay. Okay. So then it would be... So could this be- Go ahead. You say 30 days after the first paycheck, right? Yes, sir. So once you receive, as of right now, you don't have a deadline. Once you get that first paycheck will be when the first, I mean, when the 30 days start. Okay. All right. I sent it from our office email which is info@benefitsintercard. It will be titled Benefit Guide and it'll have our hours of operation there for you as well as a phone number that you call those back on. Okay. All right. Was there anything else that we can assist you with aside from that information? Uh, no. I'm good. Understood. Well, thank you so much for giving us a call back and I hope you have a wonderful rest of your day today. All right. You too. Thank you. Goodbye. Yeah. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, okay, I just got a, um, I just got a call and it accidentally hung up on the agent right in the middle of the call.

Speaker speaker_0: Okay. Do you apply for a staffing company?

Speaker speaker_1: Yes, BGSS.

Speaker speaker_0: Okay. What are the last four of your Social Security if they left a note on your account?

Speaker speaker_1: 2233.

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

Speaker speaker_1: 9707 Milburn. Hello?

Speaker speaker_0: What is the date of birth?

Speaker speaker_1: 07-26-97.

Speaker speaker_0: I have passport number 3149221709.

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email down as your first initial, coleman75@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Sir, we're calling you 'cause yesterday we were processing your enrollment form that you filled out December 27, 2024. Um, we were unable to call you yesterday 'cause no phone number was provided on it. But the agent was calling to confirm whether or not you were declining coverage since you had elected one plan but also to opt out.

Speaker speaker_1: Oh, no. Um, whatever the basic coverage was.

Speaker speaker_0: So these are PPO limited plans. They don't have really a basic coverage. All of the plans are separated, so you basically choose each of the plans that you would like to be enrolled into.

Speaker speaker_1: Okay.

Speaker speaker_0: They offer medical plans, one dental plan, a short-term disability, a life insurance, vision, critical illness group accident, behavior health which is ritual therapy, ID expert for identity theft protection, and FreeRx which is an ide- a medication prescription, and then the one that you have selected on your form was the primary virtual care plan.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: If you aren't sure at the moment, I can also offer to send you a copy of their benefit guide to look over which plans they offer if it makes it easier.

Speaker speaker_1: Yeah. I'm I- I'm kind of unsure right now. But you can definitely send that over and then I can give a call back at this number?

Speaker speaker_0: Yes, sir. So as of right now since you haven't started working as of yet or received that first paycheck, you don't have a deadline. However, once you do get that very first paycheck, 30 days after that paycheck will be the last day for you to enroll into coverage.

Speaker speaker_1: Okay. So I just got start, I just started yesterday.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. So-

Speaker speaker_0: Okay. Okay. So then it would be...

Speaker speaker_1: So could this be-

Speaker speaker_0: Go ahead.

Speaker speaker_1: You say 30 days after the first paycheck, right?

Speaker speaker_0: Yes, sir. So once you receive, as of right now, you don't have a deadline. Once you get that first paycheck will be when the first, I mean, when the 30 days start.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. I sent it from our office email which is info@benefitsintercard. It will be titled Benefit Guide and it'll have our hours of operation there for you as well as a phone number that you call those back on.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else that we can assist you with aside from that information?

Speaker speaker_1: Uh, no. I'm good.

Speaker speaker_0: Understood. Well, thank you so much for giving us a call back and I hope you have a wonderful rest of your day today.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you. Goodbye.

Speaker speaker_1: Yeah. Bye.