

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. This is Justin. How can I help you today? Uh, yeah, my s- my name is Jonathan. I just got a call from you guys, and I had an emergency call I had to pick up, but, uh, he was asking me if something about my, uh... I guess the health insurance. He said that I guess I signed up the wrong way. I said I wanted it, but I didn't want it, so I was trying to figure out what the deal was. Yes, sir. Um, so I do... I was the one who made that outbound. Um, yes. Go ahead. So we received an enrollment form from BG, um, letting us know you wanted to be enrolled into their health insurance. Uh, you put down you wanted the virtual primary care for employee only, but you also chose not to participate. So I'm just reaching out confirming what you wanted to do. Oh. W- well, the thing about it, I don't... U- uh, I, I, I wanted to see how, um, everything will work out as far as the pay and everything, stuff like that. I didn't... But they hadn't put me on an assignment yet, so I don't know exactly what the pay is or anything like that. That was... That's... I guess that's kind of why I did it. But, I mean, I would like to, a- after I find out what... I mean, I mean, put me on the assignment after, uh, I find out what the pay is and everything, um, uh, figure out how much it would be. You know what I'm saying? Weekly and stuff like that. That's the only thing, like I said. Until I, I, uh... Uh, they put me on an assignment, I figure... find out how much I'm making, I'm not able to... You know what I'm saying? See if I can... If this is going to be affordable for me or not. That's the only thing. But I, I definitely- Sure. I'm definitely gonna want it, but I, I, I just need to know w- uh, uh, uh, what the prices are gonna be after I, they finally put me on the plan. I totally understand. Um, so I do wanna let you know you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. Um, so there's that. Um, I'll also go ahead and email you a copy of the benefit guide, just so you have something to look over as well. Okay. Um, email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandyourcard.com, okay? Okay. Okay. But as of for now, I'll go ahead and opt you out. But like I said earlier, you do have 30 days from your first paycheck to be enrolled, okay? Okay. Yes, sir. Okay. Well, is there anything else I can- You said email would be coming to my info? Yes, sir. Info@benefitsandyourcard.com. Yes, sir. Okay, okay. All right. Gotcha, sir. Uh, I appreciate it. Uh, but like I say, you'll definitely hear from me again. I just, like I said, I just need to get my first assignment and, uh, know, like I said, uh, what I'm gonna be bringing in and what's gonna be affordable for me. But I'll definitely look over, uh, what you sent me earlier. I totally understand. Well, you have a wonderful day, okay, sir? Uh, you too. Yes, sir. Bye-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 and Your Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yeah, my s- my name is Jonathan. I just got a call from you guys, and I had an emergency call I had to pick up, but, uh, he was asking me if something about my, uh... I guess the health insurance. He said that I guess I signed up the wrong way. I said I wanted it, but I didn't want it, so I was trying to figure out what the deal was.

Speaker speaker_1: Yes, sir. Um, so I do... I was the one who made that outbound. Um, yes.

Speaker speaker_2: Go ahead.

Speaker speaker_1: So we received an enrollment form from BG, um, letting us know you wanted to be enrolled into their health insurance. Uh, you put down you wanted the virtual primary care for employee only, but you also chose not to participate. So I'm just reaching out confirming what you wanted to do.

Speaker speaker_2: Oh. W- well, the thing about it, I don't... U- uh, I, I, I wanted to see how, um, everything will work out as far as the pay and everything, stuff like that. I didn't... But they hadn't put me on an assignment yet, so I don't know exactly what the pay is or anything like that. That was... That's... I guess that's kind of why I did it. But, I mean, I would like to, a- after I find out what... I mean, I mean, put me on the assignment after, uh, I find out what the pay is and everything, um, uh, figure out how much it would be. You know what I'm saying? Weekly and stuff like that. That's the only thing, like I said. Until I, I, uh... Uh, they put me on an assignment, I figure... find out how much I'm making, I'm not able to... You know what I'm saying? See if I can... If this is going to be affordable for me or not. That's the only thing. But I, I definitely-

Speaker speaker_1: Sure.

Speaker speaker_2: I'm definitely gonna want it, but I, I, I just need to know w- uh, uh, uh, what the prices are gonna be after I, they finally put me on the plan.

Speaker speaker_1: I totally understand. Um, so I do wanna let you know you have 30 days from your first paycheck to be enrolled in the benefits, because that's considered your personal open enrollment period. Um, so there's that. Um, I'll also go ahead and email you a copy of the benefit guide, just so you have something to look over as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, email that you should be looking out for for that benefit guide will be coming from info, that's I-N-F-O, @benefitsandyourcard.com, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But as of for now, I'll go ahead and opt you out. But like I said earlier, you do have 30 days from your first paycheck to be enrolled, okay?

Speaker speaker_2: Okay. Yes, sir.

Speaker speaker_1: Okay. Well, is there anything else I can-

Speaker speaker_2: You said email would be coming to my info?

Speaker speaker_1: Yes, sir. Info@benefitsandyourcard.com. Yes, sir.

Speaker speaker_2: Okay, okay. All right. Gotcha, sir. Uh, I appreciate it. Uh, but like I say, you'll definitely hear from me again. I just, like I said, I just need to get my first assignment and, uh, know, like I said, uh, what I'm gonna be bringing in and what's gonna be affordable for me. But I'll definitely look over, uh, what you sent me earlier.

Speaker speaker_1: I totally understand. Well, you have a wonderful day, okay, sir?

Speaker speaker_2: Uh, you too.

Speaker speaker_1: Yes, sir. Bye-bye.

Speaker speaker_2: Bye.