

Transcript: Justin

Mills-4733218623111168-6307402318921728

Full Transcript

Thank you for calling Benefits and a Card. This is ... Hello? Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, yes, I had received a call earlier. Um, I think the lady name was Victoria that called. Um, yeah. Did she leave a voicemail? Yeah, she did. She was just wanting to know if I wanted the coverage or not. Yeah, through, uh, your employer? Yes. Okay. Did you want to be enrolled in the benefits, or did you want to opt out of benefits? No, I want, I want them. You want them? Okay. So, let's see here. And what's that staffing agency you work for? BDSS. And the last four of your Social? 9904. And what was your first and last name? Demetris Baker. And for security purposes, could you verify your home address, including city, state and zip code, Demetris? Uh, yes. 102 Jail Park Lane, Amamiel, Arkansas 722... I mean, 72113. And your date of birth? 09/25/'84. And a good telephone number I have is 443-814-0973. That's correct. And the email I have is jordymide45 at gmail? That's correct. Okay, so let's see here. And what did you want to be enrolled into? Um, she said the Employee Plus... for Family. Yeah. So, you put down virtual primary care for Employee Plus Family. Did you want to be enrolled into that? Yes. Okay. Let's see. Or did you want Employee Plus Child coverage, 'cause there's only, uh, one dependent listed? Y- yeah. Okay, so Employee Plus Child coverage? Mm-hmm. Okay. Just checking here. So, v- virtual primary care for Employee Plus Child. Anything else? Um, what else did you, did you have? Um, so they have four different medical plans, one that just covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that. That one's \$24.24. Three other medical plans that cover hospitals, doctors and medications ranging from \$25.72 to \$48.01. Then they offer dental, um, short-term disability, term life which is life insurance, vision, group accident and behavioral health. Yeah. I want all of it. Okay, so you want all of it for Employee Plus Child? Mm-hmm. Okay. So, let's see here. And which VIP plan did you want, the Standard, Classic or the Plus? What's the difference? Um, the only major difference is how much the insurance carrier pays to cover things, uh, so how much coverage- Mm-hmm. Yeah, it's just the other one. So, the Standard is \$25.72, Classic's \$28.45. And the Plus is \$48.01. Hmm. I think I'll do the Classic. Okay, so it would be the Classic? Mm-hmm. Okay. Um, so doing everything for Employee Plus Child, and then short-term disability for employee only would make your total deductions \$85.39 per week. Do you authorize BG Staffing to make the deduction for you? Yes. Okay, so I'm gonna go ahead and save that. And do you have your dependent information by any chance? Um, yes. And what's their first and last name? Jordan Walker. All right. And their Social? 677-14-5120. Uh, what were the middle two? I'm sorry. Um, one... I mean 6, 7, 7, 1, 4, 5, 1, 2, 0, 2, 0. Okay. And their date of birth? 8/22 of '07. '07, okay. And is there another dependent? Um, yes, but she's over the age of... It doesn't matter about her age? Um, sh- uh, under the age of 26, as long as they're under the age of 26. Oh, yes. I have another dependent. Okay. And that child's first and last name?

Amiya Davis. And confirm, uh, first name spelling for me. A-M-I-Y-A. And her Social? Um, 679 071078. 1078. Okay. I can barely hear you. You have... Was just repeating the last four 1078? Mm-hmm. Hold on, let me make sure. Let me make sure. Hold on one second. Okay. Hold on one second. Yeah, it's 67907 1078. Okay. And her date of birth? Um, 6/27 of '04. '04, okay. Okay. So, I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through, but then whenever you witness your first payroll reduction of the \$85.39 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay? Okay. You, too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is ...

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Oh, yes, I had received a call earlier. Um, I think the lady name was Victoria that called.

Speaker speaker_0: Um, yeah. Did she leave a voicemail?

Speaker speaker_1: Yeah, she did. She was just wanting to know if I wanted the coverage or not.

Speaker speaker_0: Yeah, through, uh, your employer?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Did you want to be enrolled in the benefits, or did you want to opt out of benefits?

Speaker speaker_1: No, I want, I want them.

Speaker speaker_0: You want them? Okay. So, let's see here. And what's that staffing agency you work for?

Speaker speaker_1: BDSS.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9904.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Demetris Baker.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Demetris?

Speaker speaker_1: Uh, yes. 102 Jail Park Lane, Amamiel, Arkansas 722... I mean, 72113.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09/25/'84.

Speaker speaker_0: And a good telephone number I have is 443-814-0973.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is jordymide45 at gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so let's see here. And what did you want to be enrolled into?

Speaker speaker_1: Um, she said the Employee Plus... for Family.

Speaker speaker_0: Yeah. So, you put down virtual primary care for Employee Plus Family. Did you want to be enrolled into that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. Or did you want Employee Plus Child coverage, 'cause there's only, uh, one dependent listed?

Speaker speaker_1: Y- yeah.

Speaker speaker_0: Okay, so Employee Plus Child coverage?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Just checking here. So, v- virtual primary care for Employee Plus Child. Anything else?

Speaker speaker_1: Um, what else did you, did you have?

Speaker speaker_0: Um, so they have four different medical plans, one that just covers preventative healthcare services, like physicals, diabetes screenings, vaccinations, stuff like that. That one's \$24.24. Three other medical plans that cover hospitals, doctors and medications ranging from \$25.72 to \$48.01. Then they offer dental, um, short-term disability, term life which is life insurance, vision, group accident and behavioral health.

Speaker speaker_1: Yeah. I want all of it.

Speaker speaker_0: Okay, so you want all of it for Employee Plus Child?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So, let's see here. And which VIP plan did you want, the Standard, Classic or the Plus?

Speaker speaker_1: What's the difference?

Speaker speaker_0: Um, the only major difference is how much the insurance carrier pays to cover things, uh, so how much coverage-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yeah, it's just the other one. So, the Standard is \$25.72, Classic's \$28.45. And the Plus is \$48.01.

Speaker speaker_1: Hmm. I think I'll do the Classic.

Speaker speaker_0: Okay, so it would be the Classic?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, so doing everything for Employee Plus Child, and then short-term disability for employee only would make your total deductions \$85.39 per week. Do you authorize BG Staffing to make the deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I'm gonna go ahead and save that. And do you have your dependent information by any chance?

Speaker speaker_1: Um, yes.

Speaker speaker_0: And what's their first and last name?

Speaker speaker_1: Jordan Walker.

Speaker speaker_0: All right. And their Social?

Speaker speaker_1: 677-14-5120.

Speaker speaker_0: Uh, what were the middle two? I'm sorry.

Speaker speaker_1: Um, one... I mean 6, 7, 7, 1, 4, 5, 1, 2, 0.

Speaker speaker_0: 2, 0. Okay. And their date of birth?

Speaker speaker_1: 8/22 of '07.

Speaker speaker_0: '07, okay. And is there another dependent?

Speaker speaker_1: Um, yes, but she's over the age of... It doesn't matter about her age?

Speaker speaker_0: Um, sh- uh, under the age of 26, as long as they're under the age of 26.

Speaker speaker_1: Oh, yes. I have another dependent.

Speaker speaker_0: Okay. And that child's first and last name?

Speaker speaker_1: Amiya Davis.

Speaker speaker_0: And confirm, uh, first name spelling for me.

Speaker speaker_1: A-M-I-Y-A.

Speaker speaker_0: And her Social?

Speaker speaker_1: Um, 679 071078.

Speaker speaker_0: 1078. Okay.

Speaker speaker_1: I can barely hear you.

Speaker speaker_0: You have... Was just repeating the last four 1078?

Speaker speaker_1: Mm-hmm. Hold on, let me make sure. Let me make sure. Hold on one second.

Speaker speaker_0: Okay.

Speaker speaker_1: Hold on one second. Yeah, it's 67907 1078.

Speaker speaker_0: Okay. And her date of birth?

Speaker speaker_1: Um, 6/27 of '04.

Speaker speaker_0: '04, okay. Okay. So, I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through, but then whenever you witness your first payroll reduction of the \$85.39 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, is there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful weekend, okay?

Speaker speaker_1: Okay. You, too.

Speaker speaker_0: All right, bye-bye.