

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. I was calling to get some information on the benefits. Okay. Okay. What's the staffing agency you work for? Um, BG. BG? Okay. Did you receive a benefit guide through BG Staffing by any chance? Um, I'm not 100% sure what the benefit guide is, but I just need you to explain it to me, and to provide me with the information for, um, a provider. Are you able to do that? That's a good question. Yeah. So I can give you a brief rundown of what's offered through BG Staffing, and then f- provide you with a telephone number, uh, to find those providers. Um, what's the last four of your social so I can pull your file for you? 8567. And your first and last name? Tia Cannon. Cannon. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Mm-hmm. 20235 Keith Harrow Boulevard, Apartment 812, Katy, Texas 77449. And your date of birth? 3/17/90. And a good telephone number has 414-218-6043? Mm-hmm. And the email I have is tc08c@Yahoo? Mm-hmm. Yeah. Okay, so let's see here. So I do see that you have a pending request sent for enrollment for the group accident, dental, short-term disability, term life, which is life insurance, and then vision for employee plus family. However, when it comes to dental, um, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Let's see here. Can you give me the pre- the dental provider? Um, yes. I can provide you with Carrington's number, and if you provide them with your zip code, they can give you a list of dental providers in that location. Okay, what's that phone number? Um, so their telephone number is 800-290-0523. Mm-hmm. And are they the same for the vision as well? Um, now vision would be through MetLife, and I have their number if need be. Yes, please. And 800- Mm-hmm. ... 615- Mm-hmm. ... 1883. Do you have, um, like member ID numbers- Um- ... for, for us? Yeah. I can search that up and possibly email it to you. Do you mind if I place you on a brief hold while I do that? While I do that? That'd be great. Thank you. You're welcome. Hello, Tia, you still there? I'm here. Awesome. Thanks so much for holding. Just went ahead and emailed you your ID cards to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay? Okay. Um, well, is there anything else I can assist you with today? No, I think that was it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? Thank you. You too. Thank you. Bye-bye. Bye. Baby, do you have Wi-Fi here? Mm-mm. Where's the Wi-Fi

Conversation Format

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

Speaker speaker_1: Hi, Justin. I was calling to get some information on the benefits. Okay.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, BG.

Speaker speaker_0: BG? Okay. Did you receive a benefit guide through BG Staffing by any chance?

Speaker speaker_1: Um, I'm not 100% sure what the benefit guide is, but I just need you to explain it to me, and to provide me with the information for, um, a provider. Are you able to do that?

Speaker speaker_0: That's a good question. Yeah. So I can give you a brief rundown of what's offered through BG Staffing, and then f- provide you with a telephone number, uh, to find those providers. Um, what's the last four of your social so I can pull your file for you?

Speaker speaker_1: 8567.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tia Cannon.

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

Speaker speaker_1: Mm-hmm. 20235 Keith Harrow Boulevard, Apartment 812, Katy, Texas 77449.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/17/90.

Speaker speaker_0: And a good telephone number has 414-218-6043?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email I have is tc08c@Yahoo?

Speaker speaker_1: Mm-hmm. Yeah.

Speaker speaker_0: Okay, so let's see here. So I do see that you have a pending request sent for enrollment for the group accident, dental, short-term disability, term life, which is life insurance, and then vision for employee plus family. However, when it comes to dental, um, I do know that all of your preventative visits would be covered at 100%, which may include your basic cleanings, checkups or X-rays once per six months. But when it comes to basic dental work, such as fillings and extractions, except surgical extractions, those will be covered at 80% if met by a \$50 deductible. Let's see here.

Speaker speaker_1: Can you give me the pre- the dental provider?

Speaker speaker_0: Um, yes. I can provide you with Carrington's number, and if you provide them with your zip code, they can give you a list of dental providers in that location.

Speaker speaker_1: Okay, what's that phone number?

Speaker speaker_0: Um, so their telephone number is 800-290-0523.

Speaker speaker_1: Mm-hmm. And are they the same for the vision as well?

Speaker speaker_0: Um, now vision would be through MetLife, and I have their number if need be.

Speaker speaker_1: Yes, please.

Speaker speaker_0: And 800-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 615-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... 1883.

Speaker speaker_1: Do you have, um, like member ID numbers-

Speaker speaker_0: Um-

Speaker speaker_1: ... for, for us?

Speaker speaker_0: Yeah. I can search that up and possibly email it to you. Do you mind if I place you on a brief hold while I do that? While I do that?

Speaker speaker_1: That'd be great. Thank you.

Speaker speaker_0: You're welcome. Hello, Tia, you still there?

Speaker speaker_1: I'm here.

Speaker speaker_0: Awesome. Thanks so much for holding. Just went ahead and emailed you your ID cards to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Um, well, is there anything else I can assist you with today?

Speaker speaker_1: No, I think that was it.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye. Baby, do you have Wi-Fi here?

Speaker speaker_2: Mm-mm.

Speaker speaker_1: Where's the Wi-Fi