

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? Hello. Uh, I'm calling about, uh, my, my benefits for my insurance. Okay. What's the staffing agency you work for? Uh, H- HG Staffing. And the last four of your social? 8211. And what was your first and last name? First name is Danick, D-A-N-I-C-K, and the last name is Davis. And for security purposes, could you verify your home address, including city, state and zip code? Okay. Home address is 640 ... Ridge Way, Bowling Green, Kentucky 42103. And your date of birth? Date of birth is 12/20/1984. And a good telephone number have is 270-791-9477. Yeah. That's it. And the email have is danick.davis at gmail? Yes. Okay. Um, so looking at the file, it looks like you've declined the benefits. Um, however, looking at the file as well, you're still eligible and that can be enrolled if need be. Huh. But you initially declined them. I did? When? Uh, there was a form dated February 18th of 2025 where you declined the benefits. You chose not to participate. Oh. That was because I was getting, um, Medicaid too, and I didn't know I was gonna get that. I mean, at the time, I didn't know I was gonna get Medicaid or get this so that's why I declined. I totally understand. However, you're still- Yeah. ... eligible to be enrolled if need be. Yeah. I- I like to, I like to do that. Okay. And what did you want to be enrolled into? Uh... it's called, uh, Stay Fiy- uh, Stay Healthy MEC, uh, TeleRx and the, uh- Okay. ... VIP Classic. Okay, so the MEC TeleRx and the VIP Classic? Yes. For employee only, correct? Yes. Employee only. Okay. Anything else? Um, yeah. Uh, you do have a website, right? Um, yes, sir. Let me see what that website is. Bear with me one second. Let me just... Client list, HG Staffing... So yes. So it's, uh, www.my, so M-Y, then B-I-A-C.com/hgstaffing. Okay. So, so M-Y as in N-Y... B-I-A-C. B-I-A-C. Okay. Dot com/. Dot com/. /H-G Staffing. HG Staffing. Okay. And how do I log in? Do I log in or just, uh... With a 90... Is it a 90 Degree Benefits member login? No, sir. So whenever you click on the website, uh, let me see. Bear with me. Let me go to it real quick. I'm more of a visual person myself. Okay. So let's see. So whenever you do go to HG Staffing's website, click, uh, Benefits in a Card member portal, enroll/decline, change coverage. And then if you haven't registered your account, register it. Well, I- I'm not trying to register through HG Staffing, so it should be the same log- I mean, uh, credentials? Just like this one too? Uh, it may be different 'cause that may just be for HG Staffing's website in general. Okay. So I do have to, I have to register again. Okay. Uh... Correct. Then once I register, I should be able to change if I have a di- you know, like a different decision, I can change my- Correct. ... benefits on there? Yes, sir. So I'm enrolled, basically. Uh, not right now. Um, once you do log into the website and actually enroll, um, but I mean, I can get you enrolled over the phone. It's quicker. Yeah. Yeah. Do that, please. Okay. So the VIP Classic, MEC TeleRx. Did you want to add anything else or just those two? I think that's all, yeah. Okay. So doing those- Yeah. ... two for ... totally would make your total deductions \$34.15 per week. Yep. If you authorize HG Staff, we'll make the

deduction for you. Okay. Yeah. So I do want to let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness your first payroll deduction of the \$34.15 come off your paycheck, coverage begins the Monday we receive that deduction from HG Staffing. Hey. Seven to ten- Hey, Jason? Jason, uh, it's... Your name is Jason, right? Justin. Justin. Sorry, Justin. Sorry. Uh, Justin, uh, I'm sorry. I wanted to add, uh, the dental, uh, benefits and the vision, uh, weekly deduction, which is like \$1.99. Okay. So you want to add dental and vision as well? Yes. Sorry, Justin. I didn't mean to- No worries. VIP Classic dental, vision, MEC TeleRx would make your new total deductions \$39.52 a week. Okay? Okay. Okay. Yeah. So I'll go ahead and save that. So pending enrollments do take one to two weeks to go through. Then whenever you witness that deduction of \$39.52 come off your paycheck, coverage begins the Monday we receive it from HG Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can assist you with today? No, Justin. Yeah, n- you're good. Thank you. You're welcome. You have a great day, okay? Yeah. Y- you too. Bye-bye. All right. Bye-bye. Bye, Justin.

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: Hello. Uh, I'm calling about, uh, my, my benefits for my insurance.

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

Speaker speaker_1: Uh, H- HG Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8211.

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

Speaker speaker_1: First name is Danick, D-A-N-I-C-K, and the last name is Davis.

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

Speaker speaker_1: Okay. Home address is 640 ... Ridge Way, Bowling Green, Kentucky 42103.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Date of birth is 12/20/1984.

Speaker speaker_0: And a good telephone number have is 270-791-9477.

Speaker speaker_1: Yeah. That's it.

Speaker speaker_0: And the email have is danick.davis at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you've declined the benefits. Um, however, looking at the file as well, you're still eligible and that can be enrolled if need be.

Speaker speaker_1: Huh.

Speaker speaker_0: But you initially declined them.

Speaker speaker_1: I did? When?

Speaker speaker_0: Uh, there was a form dated February 18th of 2025 where you declined the benefits. You chose not to participate.

Speaker speaker_1: Oh. That was because I was getting, um, Medicaid too, and I didn't know I was gonna get that. I mean, at the time, I didn't know I was gonna get Medicaid or get this so that's why I declined.

Speaker speaker_0: I totally understand. However, you're still-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... eligible to be enrolled if need be.

Speaker speaker_1: Yeah. I- I like to, I like to do that.

Speaker speaker_0: Okay. And what did you want to be enrolled into?

Speaker speaker_1: Uh... it's called, uh, Stay Fiy- uh, Stay Healthy MEC, uh, TeleRx and the, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... VIP Classic.

Speaker speaker_0: Okay, so the MEC TeleRx and the VIP Classic?

Speaker speaker_1: Yes.

Speaker speaker_0: For employee only, correct?

Speaker speaker_1: Yes. Employee only.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_1: Um, yeah. Uh, you do have a website, right?

Speaker speaker_0: Um, yes, sir. Let me see what that website is. Bear with me one second. Let me just... Client list, HG Staffing... So yes. So it's, uh, www.my, so M-Y, then B-I-A-C.com/hgstaffing.

Speaker speaker_1: Okay. So, so M-Y as in N-Y...

Speaker speaker_0: B-I-A-C.

Speaker speaker_1: B-I-A-C. Okay.

Speaker speaker_0: Dot com/.

Speaker speaker_1: Dot com/.

Speaker speaker_0: /H-G Staffing.

Speaker speaker_1: HG Staffing. Okay. And how do I log in? Do I log in or just, uh... With a 90... Is it a 90 Degree Benefits member login?

Speaker speaker_0: No, sir. So whenever you click on the website, uh, let me see. Bear with me. Let me go to it real quick. I'm more of a visual person myself.

Speaker speaker_1: Okay.

Speaker speaker_0: So let's see. So whenever you do go to HG Staffing's website, click, uh, Benefits in a Card member portal, enroll/decline, change coverage. And then if you haven't registered your account, register it.

Speaker speaker_1: Well, I- I'm not trying to register through HG Staffing, so it should be the same log- I mean, uh, credentials? Just like this one too?

Speaker speaker_0: Uh, it may be different 'cause that may just be for HG Staffing's website in general.

Speaker speaker_1: Okay. So I do have to, I have to register again. Okay. Uh...

Speaker speaker_0: Correct.

Speaker speaker_1: Then once I register, I should be able to change if I have a di- you know, like a different decision, I can change my-

Speaker speaker_0: Correct.

Speaker speaker_1: ... benefits on there?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So I'm enrolled, basically.

Speaker speaker_0: Uh, not right now. Um, once you do log into the website and actually enroll, um, but I mean, I can get you enrolled over the phone. It's quicker.

Speaker speaker_1: Yeah. Yeah. Do that, please.

Speaker speaker_0: Okay. So the VIP Classic, MEC TeleRx. Did you want to add anything else or just those two?

Speaker speaker_1: I think that's all, yeah.

Speaker speaker_0: Okay. So doing those-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... two for

Speaker speaker_2: ... totally would make your total deductions \$34.15 per week.

Speaker speaker_1: Yep.

Speaker speaker_0: If you authorize HG Staff, we'll make the deduction for you.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: So I do want to let you know that this pending enrollment will take one to two weeks to go through. And whenever you witness your first payroll deduction of the \$34.15 come off your paycheck, coverage begins the Monday we receive that deduction from HG Staffing.

Speaker speaker_1: Hey.

Speaker speaker_0: Seven to ten-

Speaker speaker_1: Hey, Jason? Jason, uh, it's... Your name is Jason, right?

Speaker speaker_0: Justin.

Speaker speaker_1: Justin. Sorry, Justin. Sorry. Uh, Justin, uh, I'm sorry. I wanted to add, uh, the dental, uh, benefits and the vision, uh, weekly deduction, which is like \$1.99.

Speaker speaker_0: Okay. So you want to add dental and vision as well?

Speaker speaker_1: Yes. Sorry, Justin. I didn't mean to-

Speaker speaker_0: No worries. VIP Classic dental, vision, MEC TeleRx would make your new total deductions \$39.52 a week. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So I'll go ahead and save that. So pending enrollments do take one to two weeks to go through. Then whenever you witness that deduction of \$39.52 come off your paycheck, coverage begins the Monday we receive it from HG Staffing. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can assist you with today?

Speaker speaker_1: No, Justin. Yeah, n- you're good. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Yeah. Y- you too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye, Justin.