

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. How are you doing? Doing pretty well, and yourself? I'm doing all right. So, um, when I got hired, I was, um, under the impression that, uh, after three months, we could get insurance or then when I, w- I talked to my rep. They was like, "No, you're supposed to get your insurance within 30 days." And so, no, it was just like, "Well, call this number to see what they can do." Um, so I was calling to see if there's a way that I could get insurance 'cause, like, if I'd have known that, I woulda got insurance when I could have when I was under the impression that... 'Cause most of the people, multiple people told me that after 90 days, I could get insurance. Um- Um, yeah, let me check that for you. I- What, what's the staffing agency you work for? MAU. And the last four of your social? Five, six, seven, four. And what was your first and last name? Levon Washington. And for security purposes, can you verify your home address, including city, state and zip code, Levon? 30478 Greer, South Carolina, 29650. And confirm your date of birth. 10/31/1989. And a good telephone number have is 864-770-5399? Yes, sir. And the email I have is levonwashington@yahoo.com? Yes, sir. Okay, so looking in the f- at the file, it looks like you are enrolled into coverage for you and your spouse. Um, you submitted a document back in January, and you became active as of February 3rd of 2025. Me, me and spouse? Yes, employee plus spouse. Oh. Oh, wow. Okay. Um... Oh, wow. Okay. So, do I have... I have he- I have dental... I have health and dental? Um, yes, sir. So you have the Insure Plus Basic. Because That's what I have. Yes. You have the Insure Plus Basic, which covers hospitals, doctors and medications, dental; term life, which is life insurance; vision; critical illness; group accident; the MEC standalone, which covers preventative healthcare services; behavior health; and ID experts for employee plus spouse. Okay. Um, could I get those... There's no way I could add my kids to it, or... Um, looking at the hire date, unfortunately, we wouldn't be able to add cov- uh, people to the coverage or upgrade because you're outside of your personal open enrollment period, which is 30 days from your first paycheck. Okay. Um, is there a way you could send those cards out? Uh, resend those cards out? 'Cause I don't... I didn't get, I didn't get a card. Yeah, I can email the ID cards- I don't have them. ... to you just so you have 'em and then put in a request for physicals to be made out to you. Okay, that'll be perfect. Okay. Do you mind if I place you on a brief hold while I do all of that for you? No, sir. I don't mind at all. Okay. Hello, Levon. You still there? Yes, sir. Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed you your ID cards to the email we had on file. 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. Secondly, I emailed the insurance carriers as well, put in the request for new physical ID cards to be sent out to you, so you should receive those within seven to 10 business days. Okay? All right. Thank

you so much. You're welcome. Is there anything else I can assist you with today? So just to make sure, I got health, dental, and vision, or just health and dental? So you have medical, dental, and vision, and plus other benefits as well. Okay. All right. Thank you so much. You're welcome. You have a great weekend, okay? All right. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. How are you doing?

Speaker speaker_0: Doing pretty well, and yourself?

Speaker speaker_1: I'm doing all right. So, um, when I got hired, I was, um, under the impression that, uh, after three months, we could get insurance or then when I, w- I talked to my rep. They was like, "No, you're supposed to get your insurance within 30 days." And so, no, it was just like, "Well, call this number to see what they can do." Um, so I was calling to see if there's a way that I could get insurance 'cause, like, if I'd have known that, I woulda got insurance when I could have when I was under the impression that... 'Cause most of the people, multiple people told me that after 90 days, I could get insurance. Um-

Speaker speaker_0: Um, yeah, let me check that for you.

Speaker speaker_1: I-

Speaker speaker_0: What, what's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Five, six, seven, four.

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

Speaker speaker_1: Levon Washington.

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

Speaker speaker_1: 30478 Greer, South Carolina, 29650.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 10/31/1989.

Speaker speaker_0: And a good telephone number have is 864-770-5399?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is levonwashington@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking in the f- at the file, it looks like you are enrolled into coverage for you and your spouse. Um, you submitted a document back in January, and you became active as of February 3rd of 2025.

Speaker speaker_1: Me, me and spouse?

Speaker speaker_0: Yes, employee plus spouse.

Speaker speaker_1: Oh. Oh, wow. Okay. Um... Oh, wow. Okay. So, do I have... I have he- I have dental... I have health and dental?

Speaker speaker_0: Um, yes, sir. So you have the Insure Plus Basic.

Speaker speaker_1: Because

Speaker speaker_2: That's what I have.

Speaker speaker_0: Yes. You have the Insure Plus Basic, which covers hospitals, doctors and medications, dental; term life, which is life insurance; vision; critical illness; group accident; the MEC standalone, which covers preventative healthcare services; behavior health; and ID experts for employee plus spouse.

Speaker speaker_1: Okay. Um, could I get those... There's no way I could add my kids to it, or...

Speaker speaker_0: Um, looking at the hire date, unfortunately, we wouldn't be able to add cov- uh, people to the coverage or upgrade because you're outside of your personal open enrollment period, which is 30 days from your first paycheck.

Speaker speaker_1: Okay. Um, is there a way you could send those cards out? Uh, resend those cards out? 'Cause I don't... I didn't get, I didn't get a card.

Speaker speaker_0: Yeah, I can email the ID cards-

Speaker speaker_1: I don't have them.

Speaker speaker_0: ... to you just so you have 'em and then put in a request for physicals to be made out to you.

Speaker speaker_1: Okay, that'll be perfect.

Speaker speaker_0: Okay. Do you mind if I place you on a brief hold while I do all of that for you?

Speaker speaker_1: No, sir. I don't mind at all.

Speaker speaker_0: Okay. Hello, Levon. You still there?

Speaker speaker_3: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. So two things. Um, first thing, I emailed you your ID cards to the email we had on file. 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. Secondly, I emailed the insurance carriers as well, put in the request for new physical ID cards to be sent out to you, so you should receive those within seven to 10 business days. Okay?

Speaker speaker_3: All right. Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_3: So just to make sure, I got health, dental, and vision, or just health and dental?

Speaker speaker_0: So you have medical, dental, and vision, and plus other benefits as well.

Speaker speaker_3: Okay. All right. Thank you so much.

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

Speaker speaker_3: All right. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_3: Bye-bye.