

Transcript: Justin

Mills-5760570326204416-4535156094222336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In a Card. This is Justin. How can I help you today? Hi, Justin. Um, I just got an email about current enrollment for Benefits In that for, um, my job with Time Staffing. Okay. So you received a email regarding enrolling into benefits? Mm-hmm. It's a- Okay. ... starting December 23rd, 2024, through January 31st, 2025. You can enroll or make changes to your existing coverage. Yeah. So that email was just letting you know that they start their company open enrollment period starting on December 23rd, and lasting- Mm-hmm. ... until January 31st. So you can make changes, cancel benefits or enroll in the benefits offered through them, like medical, dental, vision insurance. Okay. Um... yeah. Today is the... 19th. 19th. So would I have to wait and call back, um, after the 23rd? Or on the 23rd, yes, ma'am. To when? To change things and stuff? Yes, ma'am. 'Cause that's when- Okay. ... company open enrollment period starts for that comp, uh, for that staffing- Okay. ... agency. All righty. Awesome. Cool. Well, then I will be- Is there anything else I can do for you today? No. Then I will be, um, calling back. Virtual Urgent Care will be switching to Benefits In a Card. What does that mean? That I- Um, so Virtual Urgent Care, it was switching to us. So it's under our company now. Oh, okay. Good, good, good, good, good. Well, that's good because that, that's something that, uh, that I would definitely, uh, want, um, in that. And... email. Okay. So is that something that I would have to register in that too? Uh, yeah, yes, ma'am. After the- The 23rd. Okay. Starting on the 23rd. So that's when you'll be able to make changes, enroll or cancel benefits for every single employee through that staffing agency. So that's the company open enrollment period. That's when everything starts, is on the 23rd. Okay. Well, then I will be calling back. Thank you. You're welcome. You have a great day, okay? All right. You too. Bye. All right. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits In a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, I just got an email about current enrollment for Benefits In that for, um, my job with Time Staffing.

Speaker speaker_1: Okay. So you received a email regarding enrolling into benefits?

Speaker speaker_2: Mm-hmm. It's a-

Speaker speaker_1: Okay.

Speaker speaker_2: ... starting December 23rd, 2024, through January 31st, 2025. You can enroll or make changes to your existing coverage.

Speaker speaker_1: Yeah. So that email was just letting you know that they start their company open enrollment period starting on December 23rd, and lasting-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... until January 31st. So you can make changes, cancel benefits or enroll in the benefits offered through them, like medical, dental, vision insurance.

Speaker speaker_2: Okay. Um... yeah. Today is the...

Speaker speaker_1: 19th.

Speaker speaker_2: 19th. So would I have to wait and call back, um, after the 23rd?

Speaker speaker_1: Or on the 23rd, yes, ma'am.

Speaker speaker_2: To when? To change things and stuff?

Speaker speaker_1: Yes, ma'am. 'Cause that's when-

Speaker speaker_2: Okay.

Speaker speaker_1: ... company open enrollment period starts for that comp, uh, for that staffing-

Speaker speaker_2: Okay.

Speaker speaker_1: ... agency.

Speaker speaker_2: All righty. Awesome. Cool. Well, then I will be-

Speaker speaker_1: Is there anything else I can do for you today?

Speaker speaker_2: No. Then I will be, um, calling back. Virtual Urgent Care will be switching to Benefits In a Card. What does that mean? That I-

Speaker speaker_1: Um, so Virtual Urgent Care, it was switching to us. So it's under our company now.

Speaker speaker_2: Oh, okay. Good, good, good, good, good. Well, that's good because that, that's something that, uh, that I would definitely, uh, want, um, in that. And... email. Okay. So is that something that I would have to register in that too?

Speaker speaker_1: Uh, yeah, yes, ma'am.

Speaker speaker_2: After the-

Speaker speaker_1: The 23rd.

Speaker speaker_2: Okay.

Speaker speaker_1: Starting on the 23rd. So that's when you'll be able to make changes, enroll or cancel benefits for every single employee through that staffing agency. So that's the company open enrollment period. That's when everything starts, is on the 23rd.

Speaker speaker_2: Okay. Well, then I will be calling back. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: All right. Goodbye.