

Transcript: Justin

Mills-5923504123330560-6305433955909632

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Josh. Um, I just have a question, bro. I'm calling in, uh, um, to see if I can get started on some insurance or um, housing. Um, yeah. Let me check on that. What's that staffing agency you work for? MAU. And the last four of your Social? 3844. And what is your first and last name again? I'm sorry. Josue Rivera. Josue Rivera. Okay. And for security purposes could you verify your home address and coding city for me, Josue? Um, yeah. It should be 333 2nd Street, uh, Unit 7, Ogden 52404. And your date of birth? January 6th, '93. Any good telephone number, have as 385-451-7998? No. I have a different number, now. What's a good telephone number for you? 801... Uh. Shoot one second. Is it the number you're calling from, the 458-2489? Uh, 2489. Yeah. Okay. And the ho- email you have is josueworld@, uh, 801 at gmail? Yes. Okay. Um, so looking at the file, it looks like you're actually enrolled into dental, vision, and the MEC standalone, which is your medical plan for employee only. Um, so you are currently enrolled in the benefits right now. Oh, I am? Okay. Yes, sir. Um- Uh-huh. Did you receive your ID cards by any chance, or no? You know what? It's because that ad-... I don't... I'm not really receiving mail. Um, I need to figure out what's going on with that. Okay. Um, because yeah, I'm not... I'm not receiving mail. Okay. Um, well, I could possibly email the ID cards to you, if you, if you want me to. Yeah. That would be great. Okay. Do you mind if I place you on a brief hold while I do that? Sure. Okay. I'll be right back with you, okay? Okay. Yeah. ... is going to be here. Hello? Hello? You there? Yes. Can I have the email that you can, um, email? Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay? Okay. Um, let's see. Okay and quick question, um, as far as my, the benefits, am I on the highest plan of all of them? Or... I just don't, I guess I don't remember signing up, so... Um, so it looks like the MEC standalone, that just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations. However, MAU does offer other medical plans that cover hospitals, doctors and medications. Okay. Could I, could I upgrade those or- You bet. ... am I kind of... Yeah, I can put you down or upgrade them since MAU's still in their open enrollment. Um, so let's see here. So the other medical plans are the Insure Plus Basic and the Insure Plus Enhance which both cover hospitals, doctors and medications. Um, they both range from \$17.39 to \$24.69 for employee only. And is that weekly or... Yes, sir. Weekly deductions. Okay. Weekly deductions, okay. Um, and then what about if I wanted to add my daughter on there? What, uh... Can I do that or, or what information would I need? Um, so if you wanted to add your child or daughter to the coverage, um, we would need their first and last name, social and date of birth. Okay. Um, okay so real quick, as far as the dental and the, and the vision, I'm on the highest plan of those two, right? Or did you, it was just the, there was only one individual plan for those, right? Correct. For dental and vision, there was only one plan, yes sir. Okay.

Um, and then the, the, the health is... Okay, and so w- okay. So I would need their information, um... Just give me one second. On second. Um, and you can check, you could update that right now? Um, yes sir. However, the, uh, the Insure Plus Basic for employee plus child would be \$26.14 and the Enhance is \$36.51 for employee plus child. And Enhance, you mean just the highest one? Yes, sir. The other medical plan of the Insure Plus plans. Okay. And, and th- that's just the medical. What about the dent- uh, the dental and the vision? Do I add for that? Um, so dental would be \$9.30 while vision would be \$4.94 for employee plus child. Okay. Okay, one second. Um, I'm just trying to get her in- all of her information here. Um... So were you wanting to switch to dental and vision for employee plus child? Um, yes. H- could you read me the total of what all that would be? Um, yeah. So if we went to dental, vision and went upgraded to the Insure Plus Basic, um, and dropped the MEC, uh, your total deductions would be \$40.38 for those three plans. You said \$48.30? No, \$40.38. Okay. Um, yeah, y- okay, yeah, let's go ahead and do that. Okay, so let me go ahead and save that. Let me add your dependent down real quick. And what's your child's first name? Uh, Rossi. R-O-S-S-I. And last name? Uh, it should be Bassett. B-A-S-S-E-T. ... E-T, okay. And what's her social? Let me just get that real quick. Uh, give me one... Can, can I just mute you real quick so I can get that information? Yeah, uh- Would that be all right? Yeah, that should be fine. Um, here, what's her date of birth real quick? Um, let me get that, let me get that info real quick. No worries. Okay, one second. Let's see. Just give me one second. Oh, yeah. Um, I'm, I'm waiting on this, on the info. Um, if I can't get it to you right now, can I call back or, um- Yes, sir. So what I can do, I can put in zeros as a placeholder, um, until you have the social. Okay. Um, but just give us a call back so we can add her to the coverage. Um, but what's her date of birth? Um, it should be April 15th, 2022. Okay. So April 15th of 2022? Mm-hmm. Okay. Um, okay, so like I said, once you do have the social, uh, just give us a call back so we can add it to the coverage. Um, but I do wanna let you know that this pending enrollment does take one to two weeks to go through. And then- Mm-hmm. ... whenever you witness your first payroll deduction of the \$40.38 come off your paycheck. That's how you know everything was switched to Employee PlusChild coverage. Um, seven to 10 business days later, you should receive new physical policy ID card information in the mail. Um, but other than that, Josue, is there anything else that I can assist you with today? Um, no, that should be all. And then as far as getting this information to you, um, do I have a certain timeline? I know, like the enrollment period's gonna end, so- Uh- Do I have a time limit? No, sir. Uh, so no, sir. You can just give us- ... a call back whenever you do have the social. Um, I do note for you- Okay. ... to make any changes through MAEOS until the 31st, or February 1st. Okay, okay. But I'm, but I've already been covered since I enrolled, right? Correct. Yes, sir. Okay. Okay, cool. All right. No problem. Then if I need to do that, I will give you a call back. Is there any way for me to call you directly or just- Just call the same number. Uh, just call the same number and just request to speak with me or one of the representatives will take care of the rest for you. Okay, your name is Ross? Justin. Oh, Justin. Okay, okay. Okay, cool. Um, all right. Well, thank you so much for your help this time. I really appreciate it. You're welcome, Josue. You have a great day, okay? All right, you too. Bye. All right, thank you. 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, Josh. Um, I just have a question, bro. I'm calling in, uh, um, to see if I can get started on some insurance or um, housing.

Speaker speaker_0: Um, yeah. Let me check on that. What's that staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3844.

Speaker speaker_0: And what is your first and last name again? I'm sorry.

Speaker speaker_1: Josue Rivera.

Speaker speaker_0: Josue Rivera. Okay. And for security purposes could you verify your home address and coding city for me, Josue?

Speaker speaker_1: Um, yeah. It should be 333 2nd Street, uh, Unit 7, Ogden 52404.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 6th, '93.

Speaker speaker_0: Any good telephone number, have as 385-451-7998?

Speaker speaker_1: No. I have a different number, now.

Speaker speaker_0: What's a good telephone number for you?

Speaker speaker_1: 801... Uh. Shoot one second.

Speaker speaker_0: Is it the number you're calling from, the 458-2489?

Speaker speaker_1: Uh, 2489. Yeah.

Speaker speaker_0: Okay. And the ho- email you have is josueworld@, uh, 801 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're actually enrolled into dental, vision, and the MEC standalone, which is your medical plan for employee only. Um, so you are currently enrolled in the benefits right now.

Speaker speaker_1: Oh, I am? Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Um-

Speaker speaker_0: Uh-huh. Did you receive your ID cards by any chance, or no?

Speaker speaker_1: You know what? It's because that ad-... I don't... I'm not really receiving mail. Um, I need to figure out what's going on with that.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, because yeah, I'm not... I'm not receiving mail.

Speaker speaker_0: Okay. Um, well, I could possibly email the ID cards to you, if you, if you want me to.

Speaker speaker_1: Yeah. That would be great.

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

Speaker speaker_1: Sure.

Speaker speaker_0: Okay. I'll be right back with you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: ... is going to be here. Hello?

Speaker speaker_0: Hello?

Speaker speaker_1: You there?

Speaker speaker_0: Yes. Can I have the email that you can, um, email? Um, the email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitscentercard.com, okay?

Speaker speaker_1: Okay. Um, let's see. Okay and quick question, um, as far as my, the benefits, am I on the highest plan of all of them? Or... I just don't, I guess I don't remember signing up, so...

Speaker speaker_0: Um, so it looks like the MEC standalone, that just covers your preventative healthcare services only, so like physicals, diabetes screenings, vaccinations. However, MAU does offer other medical plans that cover hospitals, doctors and medications.

Speaker speaker_1: Okay. Could I, could I upgrade those or-

Speaker speaker_0: You bet.

Speaker speaker_1: ... am I kind of...

Speaker speaker_0: Yeah, I can put you down or upgrade them since MAU's still in their open enrollment. Um, so let's see here. So the other medical plans are the Insure Plus Basic and the Insure Plus Enhance which both cover hospitals, doctors and medications. Um, they both range from \$17.39 to \$24.69 for employee only.

Speaker speaker_1: And is that weekly or...

Speaker speaker_0: Yes, sir. Weekly deductions.

Speaker speaker_1: Okay. Weekly deductions, okay. Um, and then what about if I wanted to add my daughter on there? What, uh... Can I do that or, or what information would I need?

Speaker speaker_0: Um, so if you wanted to add your child or daughter to the coverage, um, we would need their first and last name, social and date of birth.

Speaker speaker_1: Okay. Um, okay so real quick, as far as the dental and the, and the vision, I'm on the highest plan of those two, right? Or did you, it was just the, there was only one individual plan for those, right?

Speaker speaker_0: Correct. For dental and vision, there was only one plan, yes sir.

Speaker speaker_1: Okay. Um, and then the, the, the health is... Okay, and so w- okay. So I would need their information, um... Just give me one second. On second. Um, and you can check, you could update that right now?

Speaker speaker_0: Um, yes sir. However, the, uh, the Insure Plus Basic for employee plus child would be \$26.14 and the Enhance is \$36.51 for employee plus child.

Speaker speaker_1: And Enhance, you mean just the highest one?

Speaker speaker_0: Yes, sir. The other medical plan of the Insure Plus plans.

Speaker speaker_1: Okay. And, and th- that's just the medical. What about the dent- uh, the dental and the vision? Do I add for that?

Speaker speaker_0: Um, so dental would be \$9.30 while vision would be \$4.94 for employee plus child.

Speaker speaker_1: Okay. Okay, one second. Um, I'm just trying to get her in- all of her information here. Um...

Speaker speaker_0: So were you wanting to switch to dental and vision for employee plus child?

Speaker speaker_1: Um, yes. H- could you read me the total of what all that would be?

Speaker speaker_0: Um, yeah. So if we went to dental, vision and went upgraded to the Insure Plus Basic, um, and dropped the MEC, uh, your total deductions would be \$40.38 for those three plans.

Speaker speaker_1: You said \$48.30?

Speaker speaker_0: No, \$40.38.

Speaker speaker_1: Okay. Um, yeah, y- okay, yeah, let's go ahead and do that.

Speaker speaker_0: Okay, so let me go ahead and save that. Let me add your dependent down real quick. And what's your child's first name?

Speaker speaker_1: Uh, Rossi. R-O-S-S-I.

Speaker speaker_0: And last name?

Speaker speaker_1: Uh, it should be Bassett. B-A-S-S-E-T.

Speaker speaker_0: ... E-T, okay. And what's her social?

Speaker speaker_1: Let me just get that real quick. Uh, give me one... Can, can I just mute you real quick so I can get that information?

Speaker speaker_0: Yeah, uh-

Speaker speaker_1: Would that be all right?

Speaker speaker_0: Yeah, that should be fine. Um, here, what's her date of birth real quick?

Speaker speaker_1: Um, let me get that, let me get that info real quick.

Speaker speaker_0: No worries.

Speaker speaker_1: Okay, one second. Let's see. Just give me one second.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: Um, I'm, I'm waiting on this, on the info. Um, if I can't get it to you right now, can I call back or, um-

Speaker speaker_0: Yes, sir. So what I can do, I can put in zeros as a placeholder, um, until you have the social.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but just give us a call back so we can add her to the coverage. Um, but what's her date of birth?

Speaker speaker_1: Um, it should be April 15th, 2022.

Speaker speaker_0: Okay. So April 15th of 2022?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, okay, so like I said, once you do have the social, uh, just give us a call back so we can add it to the coverage. Um, but I do wanna let you know that this pending enrollment does take one to two weeks to go through. And then-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... whenever you witness your first payroll deduction of the \$40.38 come off your paycheck. That's how you know everything was switched to Employee PlusChild coverage. Um, seven to 10 business days later, you should receive new physical policy ID card information in the mail. Um, but other than that, Josue, is there anything else that I can assist you with today?

Speaker speaker_1: Um, no, that should be all. And then as far as getting this information to you, um, do I have a certain timeline? I know, like the enrollment period's gonna end, so-

Speaker speaker_0: Uh-

Speaker speaker_1: Do I have a time limit?

Speaker speaker_0: No, sir. Uh, so no, sir. You can just give us- ... a call back whenever you do have the social. Um, I do note for you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to make any changes through MAEOS until the 31st, or February 1st.

Speaker speaker_1: Okay, okay. But I'm, but I've already been covered since I enrolled, right?

Speaker speaker_0: Correct. Yes, sir.

Speaker speaker_1: Okay. Okay, cool. All right. No problem. Then if I need to do that, I will give you a call back. Is there any way for me to call you directly or just-

Speaker speaker_0: Just call the same number.

Speaker speaker_1: Uh, just call the same number and just request to speak with me or one of the representatives will take care of the rest for you. Okay, your name is Ross?

Speaker speaker_0: Justin.

Speaker speaker_1: Oh, Justin. Okay, okay. Okay, cool. Um, all right. Well, thank you so much for your help this time. I really appreciate it.

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

Speaker speaker_1: All right, you too. Bye.

Speaker speaker_0: All right, thank you. Bye-bye.