

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? Yes, sir. Uh, my name's Kevin Creel and I'm an employee with y'all. I was wondering if, uh, did I miss the deadline for the insurance? Um, what's the staffing agency you work for? Um, what do you mean? SST? I'm sorry. Okay. So this is Superior Skilled Trades? Yes. And what's the last four of your Social? It's 6274. And what was your first and last name again? Kevin Creel. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Kevin? 13401 Joe Bat Road, Vancleave, Mississippi 39565. Uh, confirm your date of birth for me. 02/01/'81. And a good telephone number I have is 228-861-2359? Correct. And the email I have is kevcreel@yahoo? Correct. Okay, so looking at the file, um, Superior Skilled Trades is, looks like they're in their company open enrollment period up until June 1st. Um, you did become active in one of their medical plans as of this past Monday, so you should be receiving your physical ID card early next week. Okay. That, that means that I am, that I'm eligible for it or I'm already enrolled in it? So you are currently enrolled in the, into a plan through Superior Skilled Trades. Uh, and also Superior Skilled Trades is in their open enrollment, so you are eligible to make changes if need be. Okay. And do I contact them or do y'all or to you? You would reach out to us. Okay. Um, so the benefit is just, uh, what I have with 'em right now is just medical for myself only? Correct. Um, is there any way I can add my wife to that? Yeah, I can put your spouse on it and so let's see here. So your current deduction right now was \$15.91 for employee only. However, switching it to employee plus spouse would be \$20.81. Okay. Okay, did you wanna add anything else or just keep the medical? Um, I mean, I have dental and vision. I'd like to add dental and vision, too. Okay. Let's see here. So dental would be \$10.80 and then vision would be \$4.84, so for those three, uh, total deductions would be \$36.45 for you and your spouse. Okay. That's, that's good. Okay. Do you authorize Superior Skilled Trades to make that deduction for you? Yes. I'm just gonna go ahead and save that and add your spouse's information here. And what's your spouse's first name? It's Tabitha, T-A-B-I-T-H-A. And do you have her Social by any chance? 426-77-4868. 4868, okay. And what's her date of birth? 4/23/'85. Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$36.45 come off your paycheck, that's how you know your spouse and dental and vision was added to the coverage. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kevin, is there anything else I could assist you with today? No, sir. That's it. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay? You too. Thank you. You're welcome. Bye-bye. Mm-hmm. Bye-bye.

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: Yes, sir. Uh, my name's Kevin Creel and I'm an employee with y'all. I was wondering if, uh, did I miss the deadline for the insurance?

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

Speaker speaker_1: Um, what do you mean? SST? I'm sorry.

Speaker speaker_0: Okay. So this is Superior Skilled Trades?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: It's 6274.

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

Speaker speaker_1: Kevin Creel.

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

Speaker speaker_1: 13401 Joe Bat Road, Vancleave, Mississippi 39565.

Speaker speaker_0: Uh, confirm your date of birth for me.

Speaker speaker_1: 02/01/'81.

Speaker speaker_0: And a good telephone number I have is 228-861-2359?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is kevcreeel@yahoo?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so looking at the file, um, Superior Skilled Trades is, looks like they're in their company open enrollment period up until June 1st. Um, you did become active in one of their medical plans as of this past Monday, so you should be receiving your physical ID card early next week.

Speaker speaker_1: Okay. That, that means that I am, that I'm eligible for it or I'm already enrolled in it?

Speaker speaker_0: So you are currently enrolled in the, into a plan through Superior Skilled Trades. Uh, and also Superior Skilled Trades is in their open enrollment, so you are eligible to make changes if need be.

Speaker speaker_1: Okay. And do I contact them or do y'all or to you?

Speaker speaker_0: You would reach out to us.

Speaker speaker_1: Okay. Um, so the benefit is just, uh, what I have with 'em right now is just medical for myself only?

Speaker speaker_0: Correct.

Speaker speaker_1: Um, is there any way I can add my wife to that?

Speaker speaker_0: Yeah, I can put your spouse on it and so let's see here. So your current deduction right now was \$15.91 for employee only. However, switching it to employee plus spouse would be \$20.81.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, did you wanna add anything else or just keep the medical?

Speaker speaker_1: Um, I mean, I have dental and vision. I'd like to add dental and vision, too.

Speaker speaker_0: Okay. Let's see here. So dental would be \$10.80 and then vision would be \$4.84, so for those three, uh, total deductions would be \$36.45 for you and your spouse.

Speaker speaker_1: Okay. That's, that's good.

Speaker speaker_0: Okay. Do you authorize Superior Skilled Trades to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: I'm just gonna go ahead and save that and add your spouse's information here. And what's your spouse's first name?

Speaker speaker_1: It's Tabitha, T-A-B-I-T-H-A.

Speaker speaker_0: And do you have her Social by any chance?

Speaker speaker_1: 426-77-4868.

Speaker speaker_0: 4868, okay. And what's her date of birth?

Speaker speaker_1: 4/23/85.

Speaker speaker_0: Okay. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$36.45 come off your paycheck, that's how you know your spouse and dental and vision was added to the coverage. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. Other than that, Kevin, is there anything else I could assist you with today?

Speaker speaker_1: No, sir. That's 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: You too. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye-bye.