

## Transcript: Justin

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah. This is Earl Campbell. Uh, I did my benefits already, but there's some changes I wanted to make. They said I could do it before the end of the month. Uh, add some stuff on. Yeah. What's the staffing agency you work for? AccuForce. And the last four of your Social? Uh, three, eight, three, four. And for security purposes, can you verify your home address, including city, state and zip code, Earl? Yeah. It's, uh, 1213 Lefford Street in Elizabethton, Tennessee 37643. And your date of birth? Uh, 2/20/68. And a good telephone number have us 423-552-8188? Yeah. And the email have as navy\_dad\_2001.bahamas@yahoo.com? Yeah, that's correct. Okay. And what changes did you want to make? Oh, okay. On that life, um, I wanted to add my wife, uh, employee and spouse. And, uh, okay, let's do that first. So add your spouse to employee plus... uh, for term life for employee plus spouse. Is that correct? Yeah. Okay. Anything else? Uh, I was wondering, the, the Free Rx, what, what is that all about? Do you gotta have that to get, uh, medicine and stuff, or if you don't have to have that to get medicine, or what is that? Um, so your medical plan, the VIP Classic does cover hospitals, doctors and medications. However, the FreeRx is just an additional benefit that gives out free or discounted prescription coverage. Um, however, um, if you go to freerx.com, they have a list of prescriptions that will be covered under that website if need be. Oh, okay. Uh, yeah. Uh, I wanna add that on. Okay. For employee plus spouse or employee only? Employee only. Employee only. Okay. Anything else? Uh, no, that's all. I, I got a question. Uh, on this, do I get a, like... Do we... I, I get a cards in the mail or anything just so I can show? Like, if I go to the doctor, what? I gotta show them or would it be like that? Um, yes, sir. So... Yes, sir. So you became active in the coverage as of this past Monday, the 20th. So you should receive physical ID cards early next week. Um, however, if you did- Oh, next week. Okay. Yes, sir. However, if, if you did call back tomorrow, we can email them to you then, um, just so you have them. Oh. Oh, I just wondered if I was gonna... I was supposed to get them and I received them and I didn't know. But if they should have come with that, that's all right. Mm-hmm. Okay. And, uh... What is the insurance card? Is it called Benefits in a Card or... No, sir. The insurance carrier is American Public Life. American Public Life. Okay. Okay. That's, that's all these. Okay. Let's see. So just to confirm, so you've to- uh, so your current deductions right now was \$29.60. Uh-huh. However, switching the term life to employee plus spouse and then adding FreeRx for employee only would make your new total deductions \$36.03 per week. Do you authorize AccuForce to make that deduction for you? Yeah, yeah. Just save that. And let me add your spouse's information down real quick. What's your spouse's first and name? Um, Melissa. Oh. Do you have her Social by any chance? Uh, no, I don't have that. No worries. So I can put in all zeros for now as a placeholder, but when you do have the Social, just give us a call back so we can add her

to the coverage. Oh, okay. Yeah. And what's her date of birth? So hers is 5/21/68. '68. Okay. So I do wanna let you know that this pending enro- I can, uh... Uh, I'm sorry. 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 \$36.03 come off your paycheck, that's how you know the FreeRx was added to the coverage and then the term life was switched to employee plus spouse. Seven to ten business days later, you'll receive new physical ID cards in the mail. But other than that, Earl, is there anything else I could help you out with today? Uh, how long do I got to call in her Social Security number? Um, so since you already made the change now, just whenever, um, you have it, um, if you get it when- Okay. If I had to do it tomorrow, I could, you know, I, I have to... She's at work right now. Yes, but just whenever, whenever you have time. Okay, I'll, I'll do that. Awesome. Was there anything else I could help you out with today? Uh, that's all today. Just wanted to make those changes. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right? All right. You too. Thank you. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yeah. This is Earl Campbell. Uh, I did my benefits already, but there's some changes I wanted to make. They said I could do it before the end of the month. Uh, add some stuff on.

Speaker speaker\_1: Yeah. What's the staffing agency you work for?

Speaker speaker\_2: AccuForce.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: Uh, three, eight, three, four.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Earl?

Speaker speaker\_2: Yeah. It's, uh, 1213 Lefford Street in Elizabethton, Tennessee 37643.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, 2/20/68.

Speaker speaker\_1: And a good telephone number have us 423-552-8188?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the email have as navy\_dad\_2001.bahamas@yahoo.com?

Speaker speaker\_2: Yeah, that's correct.

Speaker speaker\_1: Okay. And what changes did you want to make?

Speaker speaker\_2: Oh, okay. On that life, um, I wanted to add my wife, uh, employee and spouse. And, uh, okay, let's do that first.

Speaker speaker\_1: So add your spouse to employee plus... uh, for term life for employee plus spouse. Is that correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Anything else?

Speaker speaker\_2: Uh, I was wondering, the, the Free Rx, what, what is that all about? Do you gotta have that to get, uh, medicine and stuff, or if you don't have to have that to get medicine, or what is that?

Speaker speaker\_1: Um, so your medical plan, the VIP Classic does cover hospitals, doctors and medications. However, the FreeRx is just an additional benefit that gives out free or discounted prescription coverage. Um, however, um, if you go to freerx.com, they have a list of prescriptions that will be covered under that website if need be.

Speaker speaker\_2: Oh, okay. Uh, yeah. Uh, I wanna add that on.

Speaker speaker\_1: Okay. For employee plus spouse or employee only?

Speaker speaker\_2: Employee only.

Speaker speaker\_1: Employee only. Okay. Anything else?

Speaker speaker\_2: Uh, no, that's all. I, I got a question. Uh, on this, do I get a, like... Do we... I, I get a cards in the mail or anything just so I can show? Like, if I go to the doctor, what? I gotta show them or would it be like that?

Speaker speaker\_1: Um, yes, sir. So... Yes, sir. So you became active in the coverage as of this past Monday, the 20th. So you should receive physical ID cards early next week. Um, however, if you did-

Speaker speaker\_2: Oh, next week. Okay.

Speaker speaker\_1: Yes, sir. However, if, if you did call back tomorrow, we can email them to you then, um, just so you have them.

Speaker speaker\_2: Oh. Oh, I just wondered if I was gonna... I was supposed to get them and I received them and I didn't know. But if they should have come with that, that's all right.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_2: And, uh... What is the insurance card? Is it called Benefits in a Card or...

Speaker speaker\_1: No, sir. The insurance carrier is American Public Life.

Speaker speaker\_2: American Public Life. Okay. Okay. That's, that's all these.

Speaker speaker\_1: Okay. Let's see. So just to confirm, so you've to- uh, so your current deductions right now was \$29.60.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: However, switching the term life to employee plus spouse and then adding FreeRx for employee only would make your new total deductions \$36.03 per week. Do you authorize AccuForce to make that deduction for you?

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: Just save that. And let me add your spouse's information down real quick. What's your spouse's first and name?

Speaker speaker\_2: Um, Melissa.

Speaker speaker\_1: Oh. Do you have her Social by any chance?

Speaker speaker\_2: Uh, no, I don't have that.

Speaker speaker\_1: No worries. So I can put in all zeros for now as a placeholder, but when you do have the Social, just give us a call back so we can add her to the coverage.

Speaker speaker\_2: Oh, okay. Yeah.

Speaker speaker\_1: And what's her date of birth?

Speaker speaker\_2: So hers is 5/21/68.

Speaker speaker\_1: '68. Okay. So I do wanna let you know that this pending enro-

Speaker speaker\_2: I can, uh... Uh, I'm sorry.

Speaker speaker\_1: 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 \$36.03 come off your paycheck, that's how you know the FreeRx was added to the coverage and then the term life was switched to employee plus spouse. Seven to ten business days later, you'll receive new physical ID cards in the mail. But other than that, Earl, is there anything else I could help you out with today?

Speaker speaker\_2: Uh, how long do I got to call in her Social Security number?

Speaker speaker\_1: Um, so since you already made the change now, just whenever, um, you have it, um, if you get it when-

Speaker speaker\_2: Okay. If I had to do it tomorrow, I could, you know, I, I have to... She's at work right now.

Speaker speaker\_1: Yes, but just whenever, whenever you have time.

Speaker speaker\_2: Okay, I'll, I'll do that.

Speaker speaker\_1: Awesome. Was there anything else I could help you out with today?

Speaker speaker\_2: Uh, that's all today. Just wanted to make those changes.

Speaker speaker\_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.