

Transcript: Justin

Mills-6301918299635712-6693631866388480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Justin. How can I help you today? Hi, Justin. This is Marisol. How are you today? I'm doing pretty well, and yourself? I'm doing okay. Thank you. Um, Call left a message. Um, I didn't understand it too well. I do speak Spanish, but the whole message was just in Spanish. So I don't know, maybe because of my name? . I don't know. But it says that it's missing my benefic- my, um, uh, my kids' information. My dependents, there you go. Yeah. So it was probably an enrollment form we received from your employer. Uh, we were just calling to obtain dependent information to process the enrollment. However, I can pull your file for you if you wanted to make those changes. Okay. Okay. Um, what's that staffing agency you work for? Um, B... Oh, goodness. Um, give me one second. I'm sorry. BGSS. Okay, so BG Staffing. And the last four of your Social? 6039- And for security purposes, can you verify the home address, including city, state and zip code? Uh, 605 E 7th Ave. Phoenix, Arizona 85040. And your date of birth? 01/05/1979. And a good telephone number I have is 469-894-9090. Hello? Are you still there? Yep. Okay. And the email I have is marisol58.mu@gmail. Yep. Okay, so let's see here. So yes. So looking at the file, I do see there was an outbound regarding the missing dependent information. Um, so you were wanting to add your children to the coverage. Is that correct? I did, but the question that I have is that my children are adults, but I wanted to add them in my insurance. Can I still do that? Um, now as long as they're below the age of 26. Yes. One's 25 and the other's 22. Okay. So yes, we can add them. So let's see here. Let me switch everything over. So you wanted everything for employee plus children. Is that correct? Mm-hmm. Yeah. Okay. So let me go ahead and make that change. IP car site. Okay. Disability. Give me one second. Okay. So doing everything for employee plus children would make your total deductions \$85.39 a week. Do you authorize, uh, BG Staffing to make that deduction for you? For how much? I'm sorry. Uh, it's weekly deduction. So it's \$85.39. Does that include the medical, vision, dental? Yes. So that includes the two medical plans. That co- one covers hospitals, doctors and medications. One that covers preventative healthcare services. Um, you have the free RX Virtual Primary Care, um, dental, short-term disability for yourself, 'cause that's only for employees only. Uh, term life, which is life insurance, vision, critical illness, group accident, behavioral health and ID experts. Okay. Okay. So I'm going to save that and add your dependents down real quick. And what's the first child's name?

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 Accord. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Marisol. How are you today?

Speaker speaker_1: I'm doing pretty well, and yourself?

Speaker speaker_2: I'm doing okay. Thank you. Um, Call left a message. Um, I didn't understand it too well. I do speak Spanish, but the whole message was just in Spanish. So I don't know, maybe because of my name? . I don't know. But it says that it's missing my benefic- my, um, uh, my kids' information. My dependents, there you go.

Speaker speaker_1: Yeah. So it was probably an enrollment form we received from your employer. Uh, we were just calling to obtain dependent information to process the enrollment. However, I can pull your file for you if you wanted to make those changes.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, what's that staffing agency you work for?

Speaker speaker_2: Um, B... Oh, goodness. Um, give me one second. I'm sorry. BGSS.

Speaker speaker_1: Okay, so BG Staffing. And the last four of your Social?

Speaker speaker_2: 6039-

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: Uh, 605 E 7th Ave. Phoenix, Arizona 85040.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/05/1979.

Speaker speaker_1: And a good telephone number I have is 469-894-9090. Hello? Are you still there?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And the email I have is marisol58.mu@gmail.

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so let's see here. So yes. So looking at the file, I do see there was an outbound regarding the missing dependent information. Um, so you were wanting to add your children to the coverage. Is that correct?

Speaker speaker_2: I did, but the question that I have is that my children are adults, but I wanted to add them in my insurance. Can I still do that?

Speaker speaker_1: Um, now as long as they're below the age of 26.

Speaker speaker_2: Yes. One's 25 and the other's 22.

Speaker speaker_1: Okay. So yes, we can add them. So let's see here. Let me switch everything over. So you wanted everything for employee plus children. Is that correct?

Speaker speaker_2: Mm-hmm. Yeah.

Speaker speaker_1: Okay. So let me go ahead and make that change. IP car site. Okay. Disability. Give me one second. Okay. So doing everything for employee plus children would make your total deductions \$85.39 a week. Do you authorize, uh, BG Staffing to make that deduction for you?

Speaker speaker_2: For how much? I'm sorry.

Speaker speaker_1: Uh, it's weekly deduction. So it's \$85.39.

Speaker speaker_2: Does that include the medical, vision, dental?

Speaker speaker_1: Yes. So that includes the two medical plans. That co- one covers hospitals, doctors and medications. One that covers preventative healthcare services. Um, you have the free RX Virtual Primary Care, um, dental, short-term disability for yourself, 'cause that's only for employees only. Uh, term life, which is life insurance, vision, critical illness, group accident, behavioral health and ID experts.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So I'm going to save that and add your dependents down real quick. And what's the first child's name?