

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name is Joy Albano, and I'm here to see my doctor this morning and needed to get my insurance information. Can you help me with that? Um... Yeah. What's that staffing agency you work for? BG. And the last four of your Social? 0272. And what was your first and last name? Joy Albano. A-L-B-A-N-O. And for security purposes, could you verify your home address, including city, state and zip code, Joy? Sure. 6864 North President George Bush Highway Number 80-107, Garland, Texas 75044. And your date of birth? 04/05/81. And a good telephone number I have is 843-990-1069? Yes, sir. And the email I have is joyalbano7@gmail.com? That's correct. Okay. Um... So let's see here. So looking at the file, it looks like you're not currently enrolled in anything anymore. Um... Did you work with BG Staffing in the past? Still do, yeah. Okay. And did you take a break by any chance? I did. Okay. It looks like... 'Cause it looks like the coverage was enrolled in a COBRA, um... So unfortunately, you're not currently enrolled in anything right now. Can we do that now? Um... Yeah. I can rein-... I can reinstate the same coverage that you had before. However, it's just... It's not immediate. There's a pending enrollment process that goes along with it, which takes one to two weeks to go through. Okay. Okay. Um... So let's see here. So previous enrollment, you had group accident, the dental, short-term disability, critical illness, term life, vision, the VIP Plus, which is your medical plan, and behavioral health for employee only. So let me go ahead and reinstate that. Bear with me one second. Accident... Okay. So doing all of those would make your total deductions \$46.30 per week. Do you authorize BG Staffing to make the deduction for you? Yeah, that'd be fine. Okay. So I'm going to save that. Okay. So like I said, how this pending enrollment process works, it will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$46.30 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. I do know, if you still have the same ID cards, those will be, uh... Those will become active once you do become active in the coverage. Um... But other than that, is there anything- I do not have those cards. Oh, so you do not have those cards? Okay. Let's see. No. So I'll go ahead and make a note for the insurance carrier to resend those to you. And who is the carrier? Uh... American Public Life. Let's see here. And can you tell me the number? Um... So the insurance carrier's telephone number is 800-256-8606. And do you have access to the member number? Um... Unfortunately, I do not, 'cause like I said earlier, your coverage was enrolled in a COBRA, so there's no policy number right now. Um... Like I said, pending enrollments take one to two weeks to go through. So once that pending enrollment process is over, I do know, um... It does take the insurance carrier at least 72 hours to generate policy numbers once you become active. Okay. Okay. Um... But other than that, is there anything else I could assist you with today, Joy? No. Thank you though. I appreciate your help. You're welcome. You have a

great day, okay? Thanks. You too. Bye-bye. All right. 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, Justin. My name is Joy Albano, and I'm here to see my doctor this morning and needed to get my insurance information. Can you help me with that?

Speaker speaker_0: Um... Yeah. What's that staffing agency you work for?

Speaker speaker_1: BG.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0272.

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

Speaker speaker_1: Joy Albano. A-L-B-A-N-O.

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

Speaker speaker_1: Sure. 6864 North President George Bush Highway Number 80-107, Garland, Texas 75044.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 04/05/81.

Speaker speaker_0: And a good telephone number I have is 843-990-1069?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is joyalbano7@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um... So let's see here. So looking at the file, it looks like you're not currently enrolled in anything anymore. Um... Did you work with BG Staffing in the past?

Speaker speaker_1: Still do, yeah.

Speaker speaker_0: Okay. And did you take a break by any chance?

Speaker speaker_1: I did.

Speaker speaker_0: Okay. It looks like... 'Cause it looks like the coverage was enrolled in a COBRA, um... So unfortunately, you're not currently enrolled in anything right now.

Speaker speaker_1: Can we do that now?

Speaker speaker_0: Um... Yeah. I can rein-... I can reinstate the same coverage that you had before. However, it's just... It's not immediate. There's a pending enrollment process that goes along with it, which takes one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um... So let's see here. So previous enrollment, you had group accident, the dental, short-term disability, critical illness, term life, vision, the VIP Plus, which is your medical plan, and behavioral health for employee only. So let me go ahead and reinstate that. Bear with me one second. Accident... Okay. So doing all of those would make your total deductions \$46.30 per week. Do you authorize BG Staffing to make the deduction for you?

Speaker speaker_1: Yeah, that'd be fine.

Speaker speaker_0: Okay. So I'm going to save that. Okay. So like I said, how this pending enrollment process works, it will take one to two weeks to go through. And then whenever you witness your first payroll deduction of the \$46.30 come off your paycheck, coverage begins the Monday we receive that deduction from BG Staffing. I do know, if you still have the same ID cards, those will be, uh... Those will become active once you do become active in the coverage. Um... But other than that, is there anything-

Speaker speaker_1: I do not have those cards.

Speaker speaker_0: Oh, so you do not have those cards? Okay. Let's see.

Speaker speaker_1: No.

Speaker speaker_0: So I'll go ahead and make a note for the insurance carrier to resend those to you.

Speaker speaker_1: And who is the carrier?

Speaker speaker_0: Uh... American Public Life. Let's see here.

Speaker speaker_1: And can you tell me the number?

Speaker speaker_0: Um... So the insurance carrier's telephone number is 800-256-8606.

Speaker speaker_1: And do you have access to the member number?

Speaker speaker_0: Um... Unfortunately, I do not, 'cause like I said earlier, your coverage was enrolled in a COBRA, so there's no policy number right now. Um... Like I said, pending enrollments take one to two weeks to go through. So once that pending enrollment process is over, I do know, um... It does take the insurance carrier at least 72 hours to generate policy numbers once you become active.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um... But other than that, is there anything else I could assist you with today, Joy?

Speaker speaker_1: No. Thank you though. I appreciate your help.

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

Speaker speaker_1: Thanks. You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.