

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? Justin, hey, how's it going today? This is Jason Adrian Buitrago. I'm calling you regarding the, my health plan. Uh, I'm from Wagner Staffing. I'm working with them with a contract with, uh, GPC. So, I would like to know how to proceed about it or how to enroll into a health program or insurance program. What's the staffing agency you work for? Uh, Wagner. Wagner. Wagner? Wagner. Wagner. Wagner. Wagner. Yes, yes, sorry. The last four of your social? Uh, let's see. Oh, God. Give me just one sec. I don't know it from... Um. Uh. Mm-hmm. Okay, it is 7975. Oh, no. It is... No, the... I just don't know it. Can, is there another way you can look for it? Uh, I would need the last four of your social in order to pull the file. Yeah, yeah. O- Okay, give me just one sec. Uh... Uh... Okay, here it is. 7703. The last four digits. 7703. Your first and last name again? My first name is Jason. My last name is Buitrago. I got a middle name and a second last name. My complete name is Jason Adrian Buitrago-Perez. And for security purposes, can you verify your home address, including city, state and zip code, Jason? Uh, I'm living right now in 111 Monaco Lawrenceville, Georgia. Uh, 30044. And your date of birth? It'll be February 26th, uh, 1988. And a good telephone number have is 470-955-1113. 11-13. Yes, sir. And the email I have is buutrago.homesignature@gmail? That one it is. Okay. So let's see here. So looking at the file, it looks like you're currently enrolled into the MEC standalone, which covers preventative healthcare services only. However, Wagner Services is still in their company open enrollment period up until February 1st. So you're allowed to make changes, cancel benefits or elect new benefits as well. Um, did you receive a benefit guide through Wagner by any chance? Hmm, no, sir. So how could I check that? Like, there's any way that I can go online and, and check all those benefits? Uh, yeah. Or how to find out a little more excited. Yeah. I see. So I do know you can get enrolled online or I can enroll you over the phone. Um, but let me try to find that website for you. Bear with me one second. Wagner. Okay. So that website to either look at the benefit guide or enroll. Yeah. Um, just let me know when you're ready. I'm ready. Okay, so the website is www.my, so M-Y. Yes. B-I-A-C.com/wagner. Okay. And when you go to that link, it should bring you to a little portal. Let's see here. Me try going to a more visual person. Yeah. So it should bring you to the Wagner Services port- or Wagner Staffing port- portal. Um, you can either download documents, you can view the benefit guide that way, and, uh, or enroll or decline coverage. Um, if you do enroll decline coverage, it's gonna ask you to create an account or register your account through Wagner Services, through us at Benefits and a Card, um, to where you can elect benefits, opt out of benefits or make changes, stuff like that. Okay. So what do I have to do next? Am I enrolled? Um, well, we're getting started. I'm opening the website. Uh, I'm opening the website right now. Um... Uh... I-A-C... B-I-A-C.com. Wagn-It'll be BINC.com, yes? Yeah. So B as in boy, I as in igloo, A

as in alpha, C as in Charlie.com/wagner. Mm. Yeah. Yes. Okay. Here it is. So what is the next step? What is the next step? What do I have to do? How do I- So when you're on the WAG, so when you're- Yeah. ... on the Wagner staffing portal, it is, it is, it says download documents. So either you can look at the benefit guide and see what else is offered through Wagner Services. Click Enroll/Decline Coverage, and then enroll, or not enroll, but log in. If you haven't logged in, register your account, then log in, and it should give you the option to enroll from there once you're logged into the account. Okay, perfect. Uh, there's anything else you can help me with or, or, or guide me through? Uh, no. I mean, it's pretty self-explanatory once you register your account and log in. Um, it's a simple step-by-step process that's- Um, yeah, I'm, I'm looking at the, at the document, so, uh, can I decline or, or accept? Okay, I can... Like I s- I can see my coverage right now, the papers and the coverage. Okay. Uh, if, if I have any other question, I'll, I'll call you back later today. Awesome. Well, you have a wonderful day, okay, Curt? Okay. Thank you. All right. You're welcome. Okay.

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: Justin, hey, how's it going today? This is Jason Adrian Buitrago. I'm calling you regarding the, my health plan. Uh, I'm from Wagner Staffing. I'm working with them with a contract with, uh, GPC. So, I would like to know how to proceed about it or how to enroll into a health program or insurance program.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Uh, Wagner. Wagner.

Speaker speaker_1: Wagner?

Speaker speaker_2: Wagner. Wagner. Wagner. Wagner. Yes, yes, sorry.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: Uh, let's see. Oh, God. Give me just one sec. I don't know it from... Um. Uh. Mm-hmm. Okay, it is 7975. Oh, no. It is... No, the... I just don't know it. Can, is there another way you can look for it?

Speaker speaker_1: Uh, I would need the last four of your social in order to pull the file.

Speaker speaker_2: Yeah, yeah. O- Okay, give me just one sec. Uh... Uh... Okay, here it is. 7703. The last four digits. 7703.

Speaker speaker_1: Your first and last name again?

Speaker speaker_2: My first name is Jason. My last name is Buitrago. I got a middle name and a second last name. My complete name is Jason Adrian Buitrago-Perez.

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

Speaker speaker_2: Uh, I'm living right now in 111 Monaco Lawrenceville, Georgia. Uh, 30044.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: It'll be February 26th, uh, 1988.

Speaker speaker_1: And a good telephone number have is 470-955-1113.

Speaker speaker_2: 11-13. Yes, sir.

Speaker speaker_1: And the email I have is buutrago.homesignature@gmail?

Speaker speaker_2: That one it is.

Speaker speaker_1: Okay. So let's see here. So looking at the file, it looks like you're currently enrolled into the MEC standalone, which covers preventative healthcare services only. However, Wagner Services is still in their company open enrollment period up until February 1st. So you're allowed to make changes, cancel benefits or elect new benefits as well. Um, did you receive a benefit guide through Wagner by any chance?

Speaker speaker_2: Hmm, no, sir. So how could I check that? Like, there's any way that I can go online and, and check all those benefits?

Speaker speaker_1: Uh, yeah.

Speaker speaker_2: Or how to find out a little more excited. Yeah.

Speaker speaker_1: I see. So I do know you can get enrolled online or I can enroll you over the phone. Um, but let me try to find that website for you. Bear with me one second. Wagner. Okay. So that website to either look at the benefit guide or enroll.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, just let me know when you're ready.

Speaker speaker_2: I'm ready.

Speaker speaker_1: Okay, so the website is www.my, so M-Y.

Speaker speaker_2: Yes.

Speaker speaker_1: B-I-A-C.com/wagner.

Speaker speaker_2: Okay.

Speaker speaker_1: And when you go to that link, it should bring you to a little portal. Let's see here. Me try going to a more visual person. Yeah. So it should bring you to the Wagner Services port- or Wagner Staffing port- portal. Um, you can either download documents, you can view the benefit guide that way, and, uh, or enroll or decline coverage. Um, if you do enroll decline coverage, it's gonna ask you to create an account or register your account

through Wagner Services, through us at Benefits and a Card, um, to where you can elect benefits, opt out of benefits or make changes, stuff like that.

Speaker speaker_2: Okay. So what do I have to do next? Am I enrolled?

Speaker speaker_1: Um, well, we're getting started.

Speaker speaker_2: I'm opening the website. Uh, I'm opening the website right now. Um... Uh... I-A-C... B-I-A-C.com. Wagn-It'll be BINC.com, yes?

Speaker speaker_1: Yeah. So B as in boy, I as in igloo, A as in alpha, C as in Charlie.com/wagner.

Speaker speaker_2: Mm. Yeah. Yes. Okay. Here it is. So what is the next step? What is the next step? What do I have to do? How do I-

Speaker speaker_1: So when you're on the WAG, so when you're-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... on the Wagner staffing portal, it is, it is, it says download documents. So either you can look at the benefit guide and see what else is offered through Wagner Services. Click Enroll/Decline Coverage, and then enroll, or not enroll, but log in. If you haven't logged in, register your account, then log in, and it should give you the option to enroll from there once you're logged into the account.

Speaker speaker_2: Okay, perfect. Uh, there's anything else you can help me with or, or, or guide me through?

Speaker speaker_1: Uh, no. I mean, it's pretty self-explanatory once you register your account and log in. Um, it's a simple step-by-step process that's-

Speaker speaker_2: Um, yeah, I'm, I'm looking at the, at the document, so, uh, can I decline or, or accept? Okay, I can... Like I s- I can see my coverage right now, the papers and the coverage. Okay. Uh, if, if I have any other question, I'll, I'll call you back later today.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay, Curt?

Speaker speaker_2: Okay. Thank you. All right.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Okay.