

## Transcript: Pamela

**Blanc-4756035882106880-5671089603264512**

### Full Transcript

Thank you for calling My Benefits in a Card. This is, um, Mickey, how may I help you? I can't really hear you. My name is Pamela. Can you- How may I help you? Hi. Um, I'm trying to enroll in benefits, um, on the mybenefitsinacard.com, the enrollment coverage for Creative Circle. Um, I'm trying to enroll and it's giving me some alerts, um, the vertical restriction alert, the enrollment not allowed, and it told me to call this number. Um- No problem. I'm gonna... Go ahead. Oh, no. I was gonna say, um, um, I'm gonna pull up your file and do my best to help you. Mm-hmm. What's the last four digits of your Social? 3028. Your first and last name? Amanda White. That's right. For security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Sure. Um, address is 1825 Atlantic Avenue, Brooklyn, New York, 11233, Apartment 1A and October 4th, 1985. Thank you for the information. We have a telephone on our file, 860-69... Okay. So, probably the reason why it's not letting you enroll online is because it's n- on the system it's not showing the last, your last recent hire date. Okay. Recent hire date. And so we need to do a eligibility interview in order to be able to enroll you. That, I will go ahead and send your information to, um, the department, and they usually take 24 to 48 hours to get back to me. I will let them know, I mean, sorry. I will reach out to you as soon as I get a response from them. By any chance do you know which plan would you like to enroll to? Um, the InsurePlus Enhanced. Okay. So it's, it's that, the free Rx, dental, the vision, um, the critical illness. Okay. And, um, group accident, I guess, and that was it. So the dental and vision, it's a bundle added, um, also with the life insurance. So either, if you choose to take either or, it, it will be the bundle of the three of them. Okay. Right? How much additional for that? Is it much or not? No. Oh. The, for the three of them is \$7- \$790. Then if I add critical illness, accident, um, free Rx and InsurePlus Enhanced, the everything will be \$54.14. Okay. All right. Yeah. So you're saying that they're not, they don't have an accurate start date for me? Can't I just tell you the start date that I started? No, because the system even though if you tell me, the system won't allow me to enroll you. Oh. And so I need for them as, for them to, like, reset it, and so that way we allow, we will be allowed to enroll you. Okay. Yeah. So- So what... Go ahead. No, go ahead. I was gonna say, so what's supposed to happen? Okay. So now I'll email them with the information. They will get back to me letting me know that, yes, you are eligible to enroll and that to go ahead and enroll you. I will c- enroll you in the plans that you selected and we'll give you a call to let you know that if I proceed to enroll you and when the benefits will start and the rest of the information. Okay. All righty. All right. Anything else I can do for you? Nope, that's it. I just wanted to make sure, um, that I, uh, can do that. And also, um, i- is talking about, um, the write-off on my W-2, is, can I be transferred from here for that? No, we don't... We, the only thing we do with Creative Circle is the medical benefits. Okay. All right. All right. Great. I will, um, wait for that call then. All right. Thank you for giving us a call today. Have a great rest

of the day. All righty. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling My Benefits in a Card. This is, um, Mickey, how may I help you?

Speaker speaker\_1: I can't really hear you.

Speaker speaker\_2: My name is Pamela.

Speaker speaker\_1: Can you-

Speaker speaker\_2: How may I help you?

Speaker speaker\_1: Hi. Um, I'm trying to enroll in benefits, um, on the mybenefitsinacard.com, the enrollment coverage for Creative Circle. Um, I'm trying to enroll and it's giving me some alerts, um, the vertical restriction alert, the enrollment not allowed, and it told me to call this number. Um-

Speaker speaker\_2: No problem. I'm gonna...

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Oh, no. I was gonna say, um, um, I'm gonna pull up your file and do my best to help you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: What's the last four digits of your Social?

Speaker speaker\_1: 3028.

Speaker speaker\_2: Your first and last name?

Speaker speaker\_1: Amanda White.

Speaker speaker\_2: That's right. For security reasons, and just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_1: Sure. Um, address is 1825 Atlantic Avenue, Brooklyn, New York, 11233, Apartment 1A and October 4th, 1985.

Speaker speaker\_2: Thank you for the information. We have a telephone on our file, 860-69... Okay. So, probably the reason why it's not letting you enroll online is because it's n- on the system it's not showing the last, your last recent hire date.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Recent hire date. And so we need to do a eligibility interview in order to be able to enroll you. That, I will go ahead and send your information to, um, the department,

and they usually take 24 to 48 hours to get back to me. I will let them know, I mean, sorry. I will reach out to you as soon as I get a response from them. By any chance do you know which plan would you like to enroll to?

Speaker speaker\_1: Um, the InsurePlus Enhanced.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it's, it's that, the free Rx, dental, the vision, um, the critical illness.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And, um, group accident, I guess, and that was it.

Speaker speaker\_2: So the dental and vision, it's a bundle added, um, also with the life insurance. So either, if you choose to take either or, it, it will be the bundle of the three of them.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Right?

Speaker speaker\_1: How much additional for that? Is it much or not?

Speaker speaker\_2: No.

Speaker speaker\_1: Oh.

Speaker speaker\_2: The, for the three of them is \$7- \$790. Then if I add critical illness, accident, um, free Rx and InsurePlus Enhanced, the everything will be \$54.14.

Speaker speaker\_1: Okay. All right. Yeah. So you're saying that they're not, they don't have an accurate start date for me? Can't I just tell you the start date that I started?

Speaker speaker\_2: No, because the system even though if you tell me, the system won't allow me to enroll you.

Speaker speaker\_1: Oh.

Speaker speaker\_2: And so I need for them as, for them to, like, reset it, and so that way we allow, we will be allowed to enroll you.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yeah. So-

Speaker speaker\_1: So what... Go ahead.

Speaker speaker\_2: No, go ahead.

Speaker speaker\_1: I was gonna say, so what's supposed to happen?

Speaker speaker\_2: Okay. So now I'll email them with the information. They will get back to me letting me know that, yes, you are eligible to enroll and that to go ahead and enroll you. I

will c- enroll you in the plans that you selected and we'll give you a call to let you know that if I proceed to enroll you and when the benefits will start and the rest of the information.

Speaker speaker\_1: Okay. All righty.

Speaker speaker\_2: All right. Anything else I can do for you?

Speaker speaker\_1: Nope, that's it. I just wanted to make sure, um, that I, uh, can do that. And also, um, i- is talking about, um, the write-off on my W-2, is, can I be transferred from here for that?

Speaker speaker\_2: No, we don't... We, the only thing we do with Creative Circle is the medical benefits.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_2: All right.

Speaker speaker\_1: Great. I will, um, wait for that call then.

Speaker speaker\_2: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_1: All righty. You too. Bye-bye.