

Transcript: Pamela

Blanc-5694922938073088-5157373823893504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello and welcome to the Youth Reporting Benefits Center Card, this is Pamela speaking, how may I help you? Hi, Pamela, my name is Patience Lane, I was actually online trying to enroll in my benefits and I don't know if I select the correct things. Okay. We could check that for you. May I have the last four digits of your social and pull up your file? And the name of the staffing agency- Yes. ... you worked for. It's 4418 and it's Care Staffing. Okay. And what was your name, ma'am? Patience Lane. Ms. Lane, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My date of birth is June 18th, 1997 and my address is 213 North 222nd Drive, Buckeye, Arizona 85326. Thank you for the information. We have a telephone number on file for 773-851-5034. And your email is your first name, last name, six@gmail.com? Yes. Okay. So, I see... Let's see, that you enrolled in PRX which is the prescription plan, the BIP Standard- The medi... Which is the medical plan- Wait, I'm sorry. I'm sorry, it was kind of breaking up, can you start over? I apologize for that. No problem. So, you enrolled in the PRX which is the prescription plan for you and the family, BIP Standard- Yeah. ... which is the medical, dental and life insurance. Yes. Okay. So- Um, it was saying that it didn't go through. Okay, because you have two child, Andre and Aiden. Yes. Okay. So you were supposed to select just employee plus child and you put family. Oh! I will go ahead and fix that for you. Okay, 'cause on my before- The premium will come down. The premium will be less. Okay. Um, it will be \$52.80. Okay. Okay. So, everything else will stay the same, the timeframe with the benefits will start and- Okay. Do you know how soon it goes into effect? Mm-hmm. Um, if everything, uh, is, it's processed the way it should, uh, by the 30th your benefits should be active. You will see the deductions on your payroll then the following Monday h- your benefits should be active. Now, um, Ms. Lane. Yeah. Since you have the last insurance, do you want to name your beneficiary now or you want to go back for that? Um, I can go back for that. Okay. So you could call at any time. All we're going to need is the first, last name and the relationship. Okay. And will I get an email that everything was processed, um, once it gets done being processed? I could, uh, request, uh, the email to be sent out to you. It does take 24 to 48 hours and it will be coming in from info@benefitscentercard. Okay. I was just trying to, um, see because I wanted to make my kids a doctor's appointment. Well, I cannot assure you yet when, w- what the exact day when the benefit's going to be active because we don't have access to your payroll and we have to receive the first premium from your employer before they become effective. Okay. Okay, thank you. Is there something I can do for you, ma'am? No, thank you. Okay. Thank you for giving us a call. Have a great rest of your day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hello and welcome to the Youth Reporting Benefits Center Card, this is Pamela speaking, how may I help you?

Speaker speaker_1: Hi, Pamela, my name is Patience Lane, I was actually online trying to enroll in my benefits and I don't know if I select the correct things.

Speaker speaker_2: Okay. We could check that for you. May I have the last four digits of your social and pull up your file? And the name of the staffing agency-

Speaker speaker_1: Yes.

Speaker speaker_2: ... you worked for.

Speaker speaker_1: It's 4418 and it's Care Staffing.

Speaker speaker_2: Okay. And what was your name, ma'am?

Speaker speaker_1: Patience Lane. Ms. Lane, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My date of birth is June 18th, 1997 and my address is 213 North 222nd Drive, Buckeye, Arizona 85326.

Speaker speaker_2: Thank you for the information. We have a telephone number on file for 773-851-5034. And your email is your first name, last name, six@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. So, I see... Let's see, that you enrolled in PRX which is the prescription plan, the BIP Standard- The medi... Which is the medical plan-

Speaker speaker_1: Wait, I'm sorry. I'm sorry, it was kind of breaking up, can you start over? I apologize for that.

Speaker speaker_2: No problem. So, you enrolled in the PRX which is the prescription plan for you and the family, BIP Standard-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... which is the medical, dental and life insurance.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. So-

Speaker speaker_1: Um, it was saying that it didn't go through.

Speaker speaker_2: Okay, because you have two child, Andre and Aiden.

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. So you were supposed to select just employee plus child and you put family.

Speaker speaker_1: Oh!

Speaker speaker_2: I will go ahead and fix that for you.

Speaker speaker_1: Okay, 'cause on my before-

Speaker speaker_2: The premium will come down. The premium will be less.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, it will be \$52.80.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: So, everything else will stay the same, the timeframe with the benefits will start and-

Speaker speaker_1: Okay. Do you know how soon it goes into effect?

Speaker speaker_2: Mm-hmm. Um, if everything, uh, is, it's processed the way it should, uh, by the 30th your benefits should be active. You will see the deductions on your payroll then the following Monday h- your benefits should be active. Now, um, Ms. Lane.

Speaker speaker_1: Yeah.

Speaker speaker_2: Since you have the last insurance, do you want to name your beneficiary now or you want to go back for that?

Speaker speaker_1: Um, I can go back for that.

Speaker speaker_2: Okay. So you could call at any time. All we're going to need is the first, last name and the relationship.

Speaker speaker_1: Okay. And will I get an email that everything was processed, um, once it gets done being processed?

Speaker speaker_2: I could, uh, request, uh, the email to be sent out to you. It does take 24 to 48 hours and it will be coming in from info@benefitscentercard.

Speaker speaker_1: Okay. I was just trying to, um, see because I wanted to make my kids a doctor's appointment.

Speaker speaker_2: Well, I cannot assure you yet when, w- what the exact day when the benefit's going to be active because we don't have access to your payroll and we have to receive the first premium from your employer before they become effective.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_2: Is there something I can do for you, ma'am?

Speaker speaker_1: No, thank you.

Speaker speaker_2: Okay. Thank you for giving us a call. Have a great rest of your day.

Speaker speaker_1: You too. Bye.