

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you today? Hi, um, I was trying to enroll into my benefits with, uh, Creative Circle, and it said that my enrollment was not allowed. May I have the last four digits of the Social? Uh, it's, um, sorry, 2934. 2934. Your first and last name? Jocelyn Garcia. J-O-C-E-L-Y-N. Thank you. Ms. Garcia, for security reasons and just to make sure we are in the correct file, I need to- Mm-hmm. ... verify the complete address and date of birth. Okay. Uh, my complete address is 1728 and a half Echo Park Avenue, Los Angeles, California, 90026. Um, and what else did you need to verify? I'm sorry. Your date of birth. Date of birth is 7/15/'95. Okay. Um... All right. So, we have a telephone number on file, 323-271-2990, and your email is jocgarcia95@gmail.com. Correct. All right. So the reason why you are not able to enroll online is because y- we need to do a- an eligibility review. Okay. So I will send you information to the- to the eligibility department. They take 24 to 48 hours. Once they get back to me- Um, what is the... Okay. What does the eligibility review m- like, require? Like, what does that do? Like, what do I have to do? It's because, um, we do not... No, it, it's nothing that you could do on your end. It's that, um, we don't have in our system your h- your recent hire date. So, even if I want to, um, the system won't allow me to enroll you. Oh. Um, that's the same thing. Oh. Because, let's say, if you worked for Creative Circle and- Yeah. ... you left and came back, you have, um... We need to know if you are rehired, uh, or if you're still, like, under those 90 days to be considered a rehire. Okay. So that's something that I'm not able to do. I'll have to send that information. Okay. Now, do you know what plan would you like to enroll to? Yeah, I wanted to enroll in the Enhanced Plan, Insurance Plus Enhanced, the H3, um, and I did want to add, um- Sure. ... a couple other ones, too. Go ahead. Um, I wanted to add the dental for employee on only, uh, the term life for employee only, um, as well as the vision, um, critical illness, group accident, the MEC TelRx, TelRxRx? Mm-hmm. Uh, the behav- and the behavioral health. And I wanted to decline, um, the FreeRx. Okay, so the FreeRx, that automatically is gonna decline because you ta- you getting the MEC, and- Optional. ... and that one has it, um- Included, right? ... included in it. Gotcha. Okay, cool. So you want the Insurance Enhanced, Dental, Vision, and Life- Mm-hmm. ... which, um, they have it- Mm-hmm. ... as a bundle. Then you- Yeah. ... want group accident, behavioral health, and the stay healthy plan, which is the MEC. Yes. Correct. Okay. So I'm gonna send you information. I will let them know what you wanna enroll in. Okay. If you are eligible to enroll right at this time, we're gonna go ahead and enroll you automatically. Okay. And, um, I will reach out to you to let you know that, yes, we were able to enroll you, or if it's, if you're not eligible to enroll at this time, I will let you know why. All right? Okay. Okay, thank you. Is there a specific time that you, um... a specific time to call you? I'm sorry. Uh, yeah, you can call me anytime after, like, 1:00 PM, uh, s- uh, Pacific Standard Time. Okay, perfect. Um, anything else I could do for you, ma'am? Uh, no, that's it. So I

should be hearing back in 24 to 48 hours, right? Yes. Um- Okay. ... yeah, today it's late for me to get a response, but definitely tomorrow- Okay. ... I should be able to call you back. Okay. Okay, thank you so much. I appreciate your help. All right. Thank you for giving over a call. Mm-hmm. Have a great rest of the day. All right, you too. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you today?

Speaker speaker_1: Hi, um, I was trying to enroll into my benefits with, uh, Creative Circle, and it said that my enrollment was not allowed.

Speaker speaker_0: May I have the last four digits of the Social?

Speaker speaker_1: Uh, it's, um, sorry, 2934.

Speaker speaker_0: 2934. Your first and last name?

Speaker speaker_1: Jocelyn Garcia. J-O-C-E-L-Y-N.

Speaker speaker_0: Thank you. Ms. Garcia, for security reasons and just to make sure we are in the correct file, I need to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... verify the complete address and date of birth.

Speaker speaker_1: Okay. Uh, my complete address is 1728 and a half Echo Park Avenue, Los Angeles, California, 90026. Um, and what else did you need to verify? I'm sorry.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Date of birth is 7/15/'95.

Speaker speaker_0: Okay. Um... All right. So, we have a telephone number on file, 323-271-2990, and your email is jocgarcia95@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: All right. So the reason why you are not able to enroll online is because y- we need to do a- a eligibility review.

Speaker speaker_1: Okay.

Speaker speaker_0: So I will send you information to the- to the eligibility department. They take 24 to 48 hours. Once they get back to me-

Speaker speaker_1: Um, what is the... Okay. What does the eligibility review m- like, require? Like, what does that do? Like, what do I have to do?

Speaker speaker_0: It's because, um, we do not... No, it, it's nothing that you could do on your end. It's that, um, we don't have in our system your h- your recent hire date. So, even if I want to, um, the system won't allow me to enroll you.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, that's the same thing.

Speaker speaker_1: Oh.

Speaker speaker_0: Because, let's say, if you worked for Creative Circle and-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you left and came back, you have, um... We need to know if you are rehired, uh, or if you're still, like, under those 90 days to be considered a rehire.

Speaker speaker_1: Okay.

Speaker speaker_0: So that's something that I'm not able to do. I'll have to send that information.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, do you know what plan would you like to enroll to?

Speaker speaker_1: Yeah, I wanted to enroll in the Enhanced Plan, Insurance Plus Enhanced, the H3, um, and I did want to add, um-

Speaker speaker_0: Sure.

Speaker speaker_1: ... a couple other ones, too.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, I wanted to add the dental for employee on only, uh, the term life for employee only, um, as well as the vision, um, critical illness, group accident, the MEC TelRx, TelRxRx?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, the behav- and the behavioral health. And I wanted to decline, um, the FreeRx.

Speaker speaker_0: Okay, so the FreeRx, that automatically is gonna decline because you ta- you getting the MEC, and-

Speaker speaker_1: Optional.

Speaker speaker_0: ... and that one has it, um-

Speaker speaker_1: Included, right?

Speaker speaker_0: ... included in it.

Speaker speaker_1: Gotcha. Okay, cool.

Speaker speaker_0: So you want the Insurance Enhanced, Dental, Vision, and Life-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which, um, they have it-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... as a bundle. Then you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... want group accident, behavioral health, and the stay healthy plan, which is the MEC.

Speaker speaker_1: Yes. Correct. Okay.

Speaker speaker_0: So I'm gonna send you information. I will let them know what you wanna enroll in.

Speaker speaker_1: Okay.

Speaker speaker_0: If you are eligible to enroll right at this time, we're gonna go ahead and enroll you automatically.

Speaker speaker_1: Okay.

Speaker speaker_0: And, um, I will reach out to you to let you know that, yes, we were able to enroll you, or if it's, if you're not eligible to enroll at this time, I will let you know why. All right?

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: Is there a specific time that you, um... a specific time to call you? I'm sorry.

Speaker speaker_1: Uh, yeah, you can call me anytime after, like, 1:00 PM, uh, s- uh, Pacific Standard Time.

Speaker speaker_0: Okay, perfect. Um, anything else I could do for you, ma'am?

Speaker speaker_1: Uh, no, that's it. So I should be hearing back in 24 to 48 hours, right?

Speaker speaker_0: Yes. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... yeah, today it's late for me to get a response, but definitely tomorrow-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I should be able to call you back.

Speaker speaker_1: Okay. Okay, thank you so much. I appreciate your help.

Speaker speaker_0: All right. Thank you for giving over a call.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Have a great rest of the day.

Speaker speaker_1: All right, you too. Thanks. Bye.