

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood, and who is this you're speaking with? Oh, yes, ma'am. How are you doing? I'm good, and yourself? Can you hear me? Yes, sir. Can you hear me? Okay. Yes. Uh, I work for Megaforce. Hold on just one second, please. Hello? Can you still hear me? Hello? Yes, hello. Still you? Yep. Hello? Yes, hello. Is this Benefits in a Card? Yes. Hm, it's the first person I have. Thought it was my son. You know, he's an army... Uh... Oh. Okay. I'm working for Megaforce Staffing Group, and I'm looking at the Benefit in a Card book, and my wife has picked out what benefits we want. Mm-hmm. How do I go about doing this? I can assist you over the phone, or you can do it online. Okay. Uh, what's the online? Okay, so it would be www.my... okay. One sec. George? What? You want to just do this online? That way we can see what we got. I just got it on review. I know, so we can see what we got. That's all we got. Okay, we'll do it over the phone. Thank you. You ready? Ready. What is the last four digits of your Social? Two zero eight. Hello? Yes. Okay, I'm sorry. The last four of your Social? Two, zero, zer-... Two, zero, zero, eight. Okay. And your address and date of birth? My address is 811 Johnson Street, Reidsville, North Carolina, 27320. And my birthday is 12-31-66. Okay. And I have your, your phone number as 336-432-2273. That's me. And I have your email address as gestephens2424@gmail.com. That's me. All righty. And you're saying that you had already picked out what plans you wanted, correct? Yeah, we got the new book that y'all came out with this year. Okay. And how long have you been working with Megaforce? Uh, this will be my second... the end of my second week. Okay, so here on file we have a- Do you have work... Yeah, I'm sorry. Go ahead. Um, so here on file we have an out-of-date hire date, or we have an old hire date, um, that would make you ineligible to enroll. So, what I'm going to have to do before we can actually get you enrolled in those plans is perform what's called an eligibility review. And this is just our agency reaching out to your staffing agency to confirm that you are able to enroll. This process normally takes about 24 to 48 hours. But what we're gonna do is w-... I am going to take down the plans that you do want. I won't be able to give you a price, but I will not actually enroll you until I get confirmation. Um, once they let me know that you are able to enroll, I'll go ahead and enroll you in coverage, and then give you a call. Um, if you don't answer, it, uh, is just to, to confirm that you're enrolled. Um, you don't need to call back, or, or anything like that. You will be enrolled. Um, and then if you're not eligible, again, I will give you a call and let you know that you're not eligible, and what our options are from there. Um, but you'll be- You'll be enrolled? I'll go ahead and enroll you as soon as I get that confirmation email. Yeah, 'cause I was enrolled before. Mm-hmm. And, uh, I left but I come back. Yep. So, that would be an option, too. Yeah. Say you weren't technically eligible to enroll in new coverage, you would be able to reinstate the coverage you previously had. Um, so it just depends on what you're wanting to do after that apart from our- Well, I

want... Yeah, I wanted to go to a different plan. Okay, great. With different coverage. All right. So, what plans did you guys choose? Okay, on the medical employee plus sp- plus spouse is 1795. It is... 1795 is the... The MEC TeleRx plan? Uh, employee plus spouse. Okay. Which other plan? Okay, Insure Plus Enhanced. Insure Plus Enhanced? Yeah. 3876 Employee Plus Health. Okay. Anything else? Additional benefit options. Mm-hmm. Dental employee plus spouse. Okay. Life employee plus spouse. Okay. Vision employee plus spouse. Anything else? Uh... and free Rx, employee plus spouse. And you have the spouse's information already, right? Um... let's take a look. Yes. If you want to just confirm the information so I know that that is the correct information, um, that'd be great. Julius H., Julius H. Stephens, 223-23-4429. Data of birth's 3/26/65. Great. That is information we have here, so once, um- And I am- We do- I am not covered by any other insurance, male or either one. Okay. Sounds great. So, uh, like I said, you get approved or denied. If you get approved, I'll go ahead and enroll you in the coverage as you chose today and give you a call just to let you know that we did get you enrolled. And then if you were declined, I'll go ahead and give you a call as well and let you know that, that we weren't able to enroll you. Okay? Oh, okay. Thank you very much. No problem. Thanks for calling. Have a great day. You, too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood, and who is this you're speaking with?

Speaker speaker_1: Oh, yes, ma'am. How are you doing?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: Can you hear me?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Can you hear me? Okay.

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, I work for Megaforce. Hold on just one second, please. Hello? Can you still hear me? Hello?

Speaker speaker_0: Yes, hello.

Speaker speaker_1: Still you?

Speaker speaker_0: Yep.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, hello.

Speaker speaker_1: Is this Benefits in a Card?

Speaker speaker_0: Yes.

Speaker speaker_1: Hm, it's the first person I have. Thought it was my son. You know, he's an army... Uh...

Speaker speaker_0: Oh.

Speaker speaker_1: Okay. I'm working for Megaforce Staffing Group, and I'm looking at the Benefit in a Card book, and my wife has picked out what benefits we want.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: How do I go about doing this?

Speaker speaker_0: I can assist you over the phone, or you can do it online.

Speaker speaker_1: Okay. Uh, what's the online?

Speaker speaker_0: Okay, so it would be www.my... okay.

Speaker speaker_1: One sec. George?

Speaker speaker_2: What?

Speaker speaker_1: You want to just do this online? That way we can see what we got.

Speaker speaker_2: I just got it on review.

Speaker speaker_1: I know, so we can see what we got.

Speaker speaker_2: That's all we got.

Speaker speaker_1: Okay, we'll do it over the phone.

Speaker speaker_2: Thank you.

Speaker speaker_1: You ready?

Speaker speaker_0: Ready. What is the last four digits of your Social?

Speaker speaker_1: Two zero eight.

Speaker speaker_0: Hello?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, I'm sorry. The last four of your Social?

Speaker speaker_1: Two, zero, zer-... Two, zero, zero, eight.

Speaker speaker_0: Okay. And your address and date of birth?

Speaker speaker_1: My address is 811 Johnson Street, Reidsville, North Carolina, 27320. And my birthday is 12-31-66.

Speaker speaker_0: Okay. And I have your, your phone number as 336-432-2273.

Speaker speaker_1: That's me.

Speaker speaker_0: And I have your email address as gestephens2424@gmail.com.

Speaker speaker_1: That's me.

Speaker speaker_0: All righty. And you're saying that you had already picked out what plans you wanted, correct?

Speaker speaker_1: Yeah, we got the new book that y'all came out with this year.

Speaker speaker_0: Okay. And how long have you been working with Megaforce?

Speaker speaker_1: Uh, this will be my second... the end of my second week.

Speaker speaker_0: Okay, so here on file we have a-

Speaker speaker_1: Do you have work... Yeah, I'm sorry. Go ahead.

Speaker speaker_0: Um, so here on file we have an out-of-date hire date, or we have an old hire date, um, that would make you ineligible to enroll. So, what I'm going to have to do before we can actually get you enrolled in those plans is perform what's called an eligibility review. And this is just our agency reaching out to your staffing agency to confirm that you are able to enroll. This process normally takes about 24 to 48 hours. But what we're gonna do is w... I am going to take down the plans that you do want. I won't be able to give you a price, but I will not actually enroll you until I get confirmation. Um, once they let me know that you are able to enroll, I'll go ahead and enroll you in coverage, and then give you a call. Um, if you don't answer, it, uh, is just to, to confirm that you're enrolled. Um, you don't need to call back, or, or anything like that. You will be enrolled. Um, and then if you're not eligible, again, I will give you a call and let you know that you're not eligible, and what our options are from there. Um, but you'll be-

Speaker speaker_1: You'll be enrolled?

Speaker speaker_0: I'll go ahead and enroll you as soon as I get that confirmation email.

Speaker speaker_1: Yeah, 'cause I was enrolled before.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And, uh, I left but I come back.

Speaker speaker_0: Yep. So, that would be an option, too.

Speaker speaker_1: Yeah.

Speaker speaker_0: Say you weren't technically el- eligible to enroll in new coverage, you would be able to reinstate the coverage you previously had. Um, so it just depends on what you're wanting to do after that apart from our-

Speaker speaker_1: Well, I want... Yeah, I wanted to go to a different plan.

Speaker speaker_0: Okay, great.

Speaker speaker_1: With different coverage.

Speaker speaker_0: All right. So, what plans did you guys choose?

Speaker speaker_1: Okay, on the medical employee plus sp- plus spouse is 1795.

Speaker speaker_0: It is... 1795 is the... The MEC TeleRx plan?

Speaker speaker_1: Uh, employee plus spouse.

Speaker speaker_0: Okay. Which other plan?

Speaker speaker_1: Okay, Insure Plus Enhanced.

Speaker speaker_0: Insure Plus Enhanced?

Speaker speaker_1: Yeah. 3876 Employee Plus Health.

Speaker speaker_0: Okay. Anything else?

Speaker speaker_3: Additional benefit options.

Speaker speaker_0: Mm-hmm.

Speaker speaker_3: Dental employee plus spouse.

Speaker speaker_0: Okay.

Speaker speaker_3: Life employee plus spouse.

Speaker speaker_0: Okay.

Speaker speaker_3: Vision employee plus spouse.

Speaker speaker_0: Anything else?

Speaker speaker_3: Uh... and free Rx, employee plus spouse. And you have the spouse's information already, right?

Speaker speaker_0: Um... let's take a look. Yes. If you want to just confirm the information so I know that that is the correct information, um, that'd be great.

Speaker speaker_3: Julius H., Julius H. Stephens, 223-23-4429. Data of birth's 3/26/65.

Speaker speaker_0: Great. That is information we have here, so once, um-

Speaker speaker_3: And I am-

Speaker speaker_0: We do-

Speaker speaker_3: I am not covered by any other insurance, male or either one.

Speaker speaker_0: Okay. Sounds great. So, uh, like I said, you get approved or denied. If you get approved, I'll go ahead and enroll you in the coverage as you chose today and give you a call just to let you know that we did get you enrolled. And then if you were declined, I'll go ahead and give you a call as well and let you know that, that we weren't able to enroll you. Okay?

Speaker speaker_3: Oh, okay. Thank you very much.

Speaker speaker_0: No problem. Thanks for calling. Have a great day.

Speaker speaker_3: You, too.