

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like the pleasure of speaking with? Hello. This is Taylor. Um, I just signed up for, um, Enroll in Benefits through Creative Circle online, and, um, while I was, uh, finalizing my coverages, it asked me for beneficiaries and I clicked to add, and it just directly took me to, like, confirmation. I wasn't able to add any, um, beneficiary information. I didn't know if that's something that I could still do, even though it's been submitted. Definitely. I can definitely get those, um, added for you. What's the last four digits of your Social? 1428. And your address and date of birth? Uh, 2322 Brenard Street, Unit 4104, Houston, Texas 77098. And I'm on my profile, and I'm like my Social Security number is wrong. Oh, okay. It's wrong? Correct. Okay, what is... what is it supposed to be? Uh, it's supposed to be the 619-981428. Okay, that's what I have on our account here. What account are you looking at, or what website are you looking at? I'm on my Benefits in a Card dot com/enrollment/update demographics. Um, and I'm looking at my personal info, and it's saying that the Social that's pulled is, like, 619-99-8142. Nope, I have the... the one you gave me, the number that you, um, confirmed was the right one, that's what we have on the account. I'm not sure why it's saying something else on that, on that portal. That's really weird. Yeah. Um, I don't have an enrollment either. Give me... give me one moment. Let me see. Can you confirm your address and date of birth? Yep. My address is 2322 Brenard Street, Unit 4104, Houston, Texas 77098. And your date of birth? July 9th, 1994. Okay, your phone number is 310-704-5067? Yep. And have you emailed us as, uh, TSE... Wait, what? TSEThomas12@... Yep. I need... Bear with me one moment. I'm just going to briefly hold while I confirm, um, how long it takes to show up in the system, 'cause I'm not showing an enrollment for you at all. Okay. So that's why I'm, like, wondering if what is on the portal that I just created is under the wrong Social Security number. Does that make sense? Yeah, but if it was that... Because the way we look up your account is through your staff unique ID and your last four of your Social. So, if there was another account with the last four... Oh, you said... Okay. You know what? Maybe, let's see. You said that the last four of that account says... Well, if the last four are correct, right, the, what is wrong on that account is the middle two numbers? No. So, like, the Social Security number 619-99-8142 is what's showing on the profile. Okay. Let's see. Um, with 8412 an, an account with your name's not coming up, so I'm not sure. It could be just a glitch in the portal, 'cause with those last four, it, nothing comes up in your name, um, and then with the correct four, 1428, your account comes up. So, um, I'm not sure why it's showing that. If you'd like... Do you even remember what you chose? I can enroll you, um, in our system over the phone, and that way we know that the enrollment's going to the right account. Um, 'cause I'm not sure really why that... the Social would be wrong and not coming up either. Yeah. I'm just hoping that this doesn't mess

up anything with my... Like, I mean, if you're not seeing it, I have to call Creative Circle to confirm that they're not seeing it either, 'cause I don't want dual deductions, if that makes sense, being both profiles. But, yeah. I mean, I can do it over the phone. I was just wanting to get it all online so I could see exactly what I was doing. But, um, uh, yeah. Let me know when you're ready. Yep. Go ahead. Um, I selected the Insure Plus, uh, Premier employee only. Everything is employee only. Um, I did group accident, dental, critical illness, term life, vision, uh, behavioral health, and then MEC TeleReX... Rx. Okay. So with those, with those selections, your deductions weekly will be of \$64.41. Okay. It will, um- Go ahead. Sorry, give me one moment. Um...Okay. Um, all righty, so it's gonna take one to two weeks for the staff here to see, to start m- making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your dental and vision card in the mail with your preventative health card, and your medical will go to your email. Okay, so, uh, I wanted to just ask you, um, with the M-E-C tel-, uh, Rx, um, that's coverage on top of the medical InsurePlus Premier, correct? That that's still c- Like I didn't under... cancel out each other, right? Nope, so it's additional. The, the M-E-C TelRx plan is preventative health, and the InsurePlus at Premier is medical. Gotcha. Okay. And then with the M-E-C, the, um, the... what is it called, the FreeRx, is included? Yes. Or d... so I didn't have to select that one? Correct. Okay. I just wanted to make sure. Okay. Well, that was all, um, I wanted to select for my coverage. Um, and then as far as, like I said, two weeks, so, uh, you're talking possibly, like, week of Thanksgiving, the 25th? Um, let me take a look. So if the staff at A to Z makes the deductions within two weeks, you'll be... yeah, you should become active around the 25th. Okay. It just depends on how soon they make those deductions. Yeah. Someone said that it almost was instantaneously, so that might just be on their end thing. I didn't know if that was something that you knew... No. Um... ... how quick. Yeah, no, we don't know exactly because we're not part of the actual state staffing agency. Um, we just know it takes about one to two weeks if they do it correctly, or if they do it in the normal timeframe. Mm-hmm. Um, and then your, your M-E-C plan, the preventative health is actually under IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan. Uh, sorry, explain that a bit more. So I can't change it, meaning... like you might- So you wouldn't be able to... you wouldn't be able to add anybody to that coverage or cancel that one plan, that M-E-C plan, until company open enrollment. Gotcha. So if a life event occurred, I couldn't add, um, a dependent... Add a dependent, uh-huh, or a spouse, um, or you'd be able to cancel that one plan. The other plans you can cancel at any time, um, but that one plan has to be either you having a qualified life event occur or it's a company open enrollment. Okay. And who would you like to put down for your beneficiary? Um, my mom. Uh, her name is Nina, N-I-N-A. Jackson, J-A-C-K-S-O-N. Okay. All righty, well I think we've got that... all that information down. Is there anything else we can assist you with today? No, I mean, ugh, I guess if I wanted to see this in my portal... how am I... I guess, uh, do I have to create a new portal log in? Um, give me one second. I'm gonna place you on a brief hold and see if I can get some clarity on that, on what should we do there. Okay. Thank you so much for holding, Ms. Thomas. So what I'm gonna do is I'm going to send an email to our, um, tech support that... so they can get either that account deleted or the social corrected. And, um, this will take about 24 to 48 hours. So as soon as they let me know something back, I'll give you a call and we can go from there as far as you getting into that portal again. Okay. Or having this new information correct. Okay. Awesome. All right. All

rightly. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like the pleasure of speaking with?

Speaker speaker_2: Hello. This is Taylor. Um, I just signed up for, um, Enroll in Benefits through Creative Circle online, and, um, while I was, uh, finalizing my coverages, it asked me for beneficiaries and I clicked to add, and it just directly took me to, like, confirmation. I wasn't able to add any, um, beneficiary information. I didn't know if that's something that I could still do, even though it's been submitted.

Speaker speaker_1: Definitely. I can definitely get those, um, added for you. What's the last four digits of your Social?

Speaker speaker_2: 1428.

Speaker speaker_1: And your address and date of birth?

Speaker speaker_2: Uh, 2322 Brenard Street, Unit 4104, Houston, Texas 77098. And I'm on my profile, and I'm like my Social Security number is wrong.

Speaker speaker_1: Oh, okay. It's wrong?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay, what is... what is it supposed to be?

Speaker speaker_2: Uh, it's supposed to be the 619-981428.

Speaker speaker_1: Okay, that's what I have on our account here. What account are you looking at, or what website are you looking at?

Speaker speaker_2: I'm on my Benefits in a Card dot com/enrollment/update demographics. Um, and I'm looking at my personal info, and it's saying that the Social that's pulled is, like, 619-99-8142.

Speaker speaker_1: Nope, I have the... the one you gave me, the number that you, um, confirmed was the right one, that's what we have on the account. I'm not sure why it's saying something else on that, on that portal.

Speaker speaker_2: That's really weird.

Speaker speaker_1: Yeah. Um, I don't have an enrollment either. Give me... give me one moment. Let me see. Can you confirm your address and date of birth?

Speaker speaker_2: Yep. My address is 2322 Brenard Street, Unit 4104, Houston, Texas 77098.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: July 9th, 1994.

Speaker speaker_1: Okay, your phone number is 310-704-5067?

Speaker speaker_2: Yep.

Speaker speaker_1: And have you emailed us as, uh, TSE... Wait, what? TSEThomas12@...

Speaker speaker_2: Yep.

Speaker speaker_1: I need... Bear with me one moment. I'm just going to briefly hold while I confirm, um, how long it takes to show up in the system, 'cause I'm not showing an enrollment for you at all.

Speaker speaker_2: Okay. So that's why I'm, like, wondering if what is on the portal that I just created is under the wrong Social Security number. Does that make sense?

Speaker speaker_1: Yeah, but if it was that... Because the way we look up your account is through your staff unique ID and your last four of your Social. So, if there was another account with the last four... Oh, you said... Okay. You know what? Maybe, let's see. You said that the last four of that account says... Well, if the last four are correct, right, the, what is wrong on that account is the middle two numbers?

Speaker speaker_2: No. So, like, the Social Security number 619-99-8142 is what's showing on the profile.

Speaker speaker_1: Okay. Let's see. Um, with 8412 an, an account with your name's not coming up, so I'm not sure. It could be just a glitch in the portal, 'cause with those last four, it, nothing comes up in your name, um, and then with the correct four, 1428, your account comes up. So, um, I'm not sure why it's showing that. If you'd like... Do you even remember what you chose? I can enroll you, um, in our system over the phone, and that way we know that the enrollment's going to the right account. Um, 'cause I'm not sure really why that... the Social would be wrong and not coming up either.

Speaker speaker_2: Yeah. I'm just hoping that this doesn't mess up anything with my... Like, I mean, if you're not seeing it, I have to call Creative Circle to confirm that they're not seeing it either, 'cause I don't want dual deductions, if that makes sense, being both profiles. But, yeah. I mean, I can do it over the phone. I was just wanting to get it all online so I could see exactly what I was doing. But, um, uh, yeah. Let me know when you're ready.

Speaker speaker_1: Yep. Go ahead.

Speaker speaker_2: Um, I selected the Insure Plus, uh, Premier employee only. Everything is employee only. Um, I did group accident, dental, critical illness, term life, vision, uh, behavioral health, and then MEC TeleReX... Rx.

Speaker speaker_1: Okay. So with those, with those selections, your deductions weekly will be of \$64.41.

Speaker speaker_2: Okay.

Speaker speaker_1: It will, um-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Sorry, give me one moment. Um...Okay. Um, all righty, so it's gonna take one to two weeks for the staff here to see, to start m- making deductions. Once they do, the following Monday you become active. And then later that week you'll receive your dental and vision card in the mail with your preventative health card, and your medical will go to your email.

Speaker speaker_2: Okay, so, uh, I wanted to just ask you, um, with the M-E-C tel-, uh, Rx, um, that's coverage on top of the medical InsurePlus Premier, correct?

Speaker speaker_1: That that's still c-

Speaker speaker_2: Like I didn't under... cancel out each other, right?

Speaker speaker_1: Nope, so it's additional. The, the M-E-C TelRx plan is preventative health, and the InsurePlus at Premier is medical.

Speaker speaker_2: Gotcha. Okay. And then with the M-E-C, the, um, the... what is it called, the FreeRx, is included?

Speaker speaker_1: Yes.

Speaker speaker_2: Or d-... so I didn't have to select that one?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. I just wanted to make sure. Okay. Well, that was all, um, I wanted to select for my coverage. Um, and then as far as, like I said, two weeks, so, uh, you're talking possibly, like, week of Thanksgiving, the 25th?

Speaker speaker_1: Um, let me take a look. So if the staff at A to Z makes the deductions within two weeks, you'll be... yeah, you should become active around the 25th.

Speaker speaker_2: Okay.

Speaker speaker_1: It just depends on how soon they make those deductions.

Speaker speaker_2: Yeah. Someone said that it almost was instantaneously, so that might just be on their end thing. I didn't know if that was something that you knew...

Speaker speaker_1: No. Um...

Speaker speaker_2: ... how quick.

Speaker speaker_1: Yeah, no, we don't know exactly because we're not part of the actual state staffing agency. Um, we just know it takes about one to two weeks if they do it correctly,

or if they do it in the normal timeframe.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, and then your, your M-E-C plan, the preventative health is actually under IRS regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change that plan.

Speaker speaker_2: Uh, sorry, explain that a bit more. So I can't change it, meaning... like you might-

Speaker speaker_1: So you wouldn't be able to... you wouldn't be able to add anybody to that coverage or cancel that one plan, that M-E-C plan, until company open enrollment.

Speaker speaker_2: Gotcha. So if a life event occurred, I couldn't add, um, a dependent...

Speaker speaker_1: Add a dependent, uh-huh, or a spouse, um, or you'd be able to cancel that one plan. The other plans you can cancel at any time, um, but that one plan has to be either you having a qualified life event occur or it's a company open enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: And who would you like to put down for your beneficiary?

Speaker speaker_2: Um, my mom. Uh, her name is Nina, N-I-N-A. Jackson, J-A-C-K-S-O-N.

Speaker speaker_1: Okay. All righty, well I think we've got that... all that information down. Is there anything else we can assist you with today?

Speaker speaker_2: No, I mean, ugh, I guess if I wanted to see this in my portal... how am I... I guess, uh, do I have to create a new portal log in?

Speaker speaker_1: Um, give me one second. I'm gonna place you on a brief hold and see if I can get some clarity on that, on what should we do there.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you so much for holding, Ms. Thomas. So what I'm gonna do is I'm going to send an email to our, um, tech support that... so they can get either that account deleted or the social corrected. And, um, this will take about 24 to 48 hours. So as soon as they let me know something back, I'll give you a call and we can go from there as far as you getting into that portal again.

Speaker speaker_2: Okay.

Speaker speaker_1: Or having this new information correct.

Speaker speaker_2: Okay. Awesome. All right.

Speaker speaker_1: All righty.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye-bye.