

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, Victoria. This is Jennifer with APL. I have an insured on the back line. Um, she called because she's stating that she thought she was supposed to have an HSA account and then when we started discussing her policy with us more in depth, she stated that she's getting some deductions, extra deductions, and she's not sure why. So she's trying to figure out what she has besides what she has with us and what's going on as far as her extra deduction. I don't think she really knows what all what she's got. Okay. Uh, do you have the name of her employer? I sure do. Give me just a second. It's MAU. All right. And this is ... and utilization. And the last four of her Social? 5910. And their first and last name? Tyra Griggs. And she's been verified, address, everything's the same. Okay, just to make sure I got the right f- file up. Date of birth is 6/27/95? Yes. Okay. All right. I'm ready. All right. Here she goes. Thank you and hope you have a good day. You too. Thank you for holding. This is Victoria with Benefits on a Card. How can I help you? Um, yes, ma'am. I'm trying to figure out where, uh, deduction on my pay stub is going. I don't know where it's coming from, but my, um, temp service told me it's, it's like a HSA or SSA account. Yeah. We don't handle anything with HS- or like a health savings account or the other one. This is just for, like, benefits. So I do see you're enrolled into a couple different things. Um, the Insure Plus Basics Medical Plan, dental, short-term disability, critical illness, term life, and vision for employee only. But you are So can you tell me where I have, where the \$208 is, it's going to? Honestly, I don't have access to payroll, so I don't even know, I d- I don't even have access to your pay stub to see where that's going to. That you would have to reach out to payroll about. We just administer- Okay. ... the medical insurance. All right. Yes, ma'am. Well, thank you. You're welcome. Did you need help with anything else? No, ma'am. Okay. And then just to let you know so you can know this for future references, it looks like for everything that you're enrolled into comes out to a total of \$31.74. Yeah, and more than that is coming out. Okay. I understand. I just wanted to let you know what you're being charged as far as the medical insurance. So I would just reach out to payroll and see if they can direct you on where the other stuff is coming out. Yes, ma'am. All right. You have a good day. Thank you. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hey, Victoria. This is Jennifer with APL. I have an insured on the back line. Um, she called because she's stating that she thought she was supposed to have an HSA account and then when we started discussing her policy with us more in depth, she stated that she's getting some deductions, extra deductions, and she's not sure why. So she's trying to figure out what she has besides what she has with us and what's going on as far as her extra deduction. I don't think she really knows what all what she's got.

Speaker speaker_1: Okay. Uh, do you have the name of her employer?

Speaker speaker_2: I sure do. Give me just a second. It's MAU.

Speaker speaker_1: All right.

Speaker speaker_2: And this is

Speaker speaker_3: ... and utilization.

Speaker speaker_1: And the last four of her Social?

Speaker speaker_2: 5910.

Speaker speaker_1: And their first and last name?

Speaker speaker_2: Tyra Griggs. And she's been verified, address, everything's the same.

Speaker speaker_1: Okay, just to make sure I got the right f- file up. Date of birth is 6/27/95?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All righty. I'm ready.

Speaker speaker_2: All right. Here she goes. Thank you and hope you have a good day.

Speaker speaker_1: You too. Thank you for holding. This is Victoria with Benefits on a Card. How can I help you?

Speaker speaker_4: Um, yes, ma'am. I'm trying to figure out where, uh, deduction on my pay stub is going. I don't know where it's coming from, but my, um, temp service told me it's, it's like a HSA or SSA account.

Speaker speaker_1: Yeah. We don't handle anything with HS- or like a health savings account or the other one. This is just for, like, benefits. So I do see you're enrolled into a couple different things. Um, the Insure Plus Basics Medical Plan, dental, short-term disability, critical illness, term life, and vision for employee only.

Speaker speaker_4: But you are So can you tell me where I have, where the \$208 is, it's going to?

Speaker speaker_1: Honestly, I don't have access to payroll, so I don't even know, I d- I don't even have access to your pay stub to see where that's going to. That you would have to reach

out to payroll about. We just administer-

Speaker speaker_4: Okay.

Speaker speaker_1: ... the medical insurance.

Speaker speaker_4: All right.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_4: W- well, thank you.

Speaker speaker_1: You're welcome. Did you need help with anything else?

Speaker speaker_4: No, ma'am.

Speaker speaker_1: Okay. And then just to let you know so you can know this for future references, it looks like for everything that you're enrolled into comes out to a total of \$31.74.

Speaker speaker_4: Yeah, and more than that is coming out.

Speaker speaker_1: Okay. I understand. I just wanted to let you know what you're being charged as far as the medical insurance. So I would just reach out to payroll and see if they can direct you on where the other stuff is coming out.

Speaker speaker_4: Yes, ma'am.

Speaker speaker_1: All righty. You have a good day.

Speaker speaker_4: Thank you. You too. Bye-bye.

Speaker speaker_1: Bye-bye.