

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Yes, my name is Robert Johnson. I just got a text from you guys. Okay. What did the text message say? It was about, um... Hold on, let me pull it back up. Receiving benefits... Okay. Do you work through a staffing or a temp agency? Yeah, through a temp agency. Yes. What's the name of the agency? Uh, Ti- TimeStaff. Time Staffing, okay. Let's see. Yeah. Okay. So it's just letting you know that medical insurance is being offered through your employer. You do have 30 days from the date of your first check to get enrolled if you're interested. Um, I don't think they do any type of auto-enrollment. Let me just double-check. Yeah, so it's just if you're interested in getting enrolled into the medical insurance they offer. So I can do that for the whole family? Yeah. You can, uh, do it for employee only, employee plus spouse, employee plus children, or you can do it for the whole family, employee plus spouse and children. Yeah, that's what I'm trying to do. Do you know what specific plans you're wanting to enroll into? Well, no. Uh, uh, and I got another question too. My wife told me to ask you guys. Um, I'm in Michigan but I'm working in Ohio, so how would that work? I'm not aware of any restrictions of you using it in different states. You just, depending on the plan, you just have to stay within the, uh, the network. Oh. All right. So, th- and that's what I'm saying, do y'all have, like, doctors in the network of Michigan? I don't have that information. Uh, there's a website or a phone number that you can call, um, that will get you directly to the network, and they can verify if it's in-network or not. Uh, do you have a, uh, number for me? Yeah. If you'd like, I can send all of this information to your email with the, um, the benefits guide that kind of goes over all the plans. All right. Well, can you do that please? What's your name again? My name is Victoria. Oh, Victoria. All right. I'm Robert. Hi. Yep. Can you do that for me? Sure. Um, give me one second. My computer is freezing up. Okay. What would be a good email to send that to? The number 1andonlydice@gmail.com. 1andonlydice. All right. So 1andonlydice and that's @gmail? Yes. Oh, okay. Give me one second. Okay. So I'm gonna send the benefits guide as an attachment to the email, and then in the body of the email I'm gonna include instructions on how to, uh, find providers for the medical, dental and vision for you. All right. Yes, sir. And sending that off now, so you should get it here in a few seconds. Oh. All right. Well, thank you. You're welcome. You have a wonderful day. All right. You too. Thank you. Bye-bye. How's it going? Do you need me to disconnect the call, sir? Yeah, disconnect. Okay. Charles. Have a good day. Robert. All right, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Cart. This is Victoria. How can I help you?

Speaker speaker_1: Yes, my name is Robert Johnson. I just got a text from you guys.

Speaker speaker_0: Okay. What did the text message say?

Speaker speaker_1: It was about, um... Hold on, let me pull it back up. Receiving benefits...

Speaker speaker_0: Okay. Do you work through a staffing or a temp agency?

Speaker speaker_1: Yeah, through a temp agency. Yes.

Speaker speaker_0: What's the name of the agency?

Speaker speaker_1: Uh, Ti- TimeStaff.

Speaker speaker_0: Time Staffing, okay. Let's see.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So it's just letting you know that medical insurance is being offered through your employer. You do have 30 days from the date of your first check to get enrolled if you're interested. Um, I don't think they do any type of auto-enrollment. Let me just double-check. Yeah, so it's just if you're interested in getting enrolled into the medical insurance they offer.

Speaker speaker_1: So I can do that for the whole family?

Speaker speaker_0: Yeah. You can, uh, do it for employee only, employee plus spouse, employee plus children, or you can do it for the whole family, employee plus spouse and children.

Speaker speaker_1: Yeah, that's what I'm trying to do.

Speaker speaker_0: Do you know what specific plans you're wanting to enroll into?

Speaker speaker_1: Well, no. Uh, uh, and I got another question too. My wife told me to ask you guys. Um, I'm in Michigan but I'm working in Ohio, so how would that work?

Speaker speaker_0: I'm not aware of any restrictions of you using it in different states. You just, depending on the plan, you just have to stay within the, uh, the network.

Speaker speaker_1: Oh. All right. So, th- and that's what I'm saying, do y'all have, like, doctors in the network of Michigan?

Speaker speaker_0: I don't have that information. Uh, there's a website or a phone number that you can call, um, that will get you directly to the network, and they can verify if it's in-network or not.

Speaker speaker_1: Uh, do you have a, uh, number for me?

Speaker speaker_0: Yeah. If you'd like, I can send all of this information to your email with the, um, the benefits guide that kind of goes over all the plans.

Speaker speaker_1: All right. Well, can you do that please? What's your name again?

Speaker speaker_0: My name is Victoria.

Speaker speaker_1: Oh, Victoria. All right. I'm Robert.

Speaker speaker_0: Hi.

Speaker speaker_1: Yep. Can you do that for me?

Speaker speaker_0: Sure. Um, give me one second. My computer is freezing up. Okay. What would be a good email to send that to?

Speaker speaker_1: The number 1andonlydice@gmail.com. 1andonlydice.

Speaker speaker_0: All right. So 1andonlydice and that's @gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, okay. Give me one second. Okay. So I'm gonna send the benefits guide as an attachment to the email, and then in the body of the email I'm gonna include instructions on how to, uh, find providers for the medical, dental and vision for you.

Speaker speaker_1: All righty.

Speaker speaker_0: Yes, sir. And sending that off now, so you should get it here in a few seconds.

Speaker speaker_1: Oh. All right. Well, thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye. How's it going?

Speaker speaker_0: Do you need me to disconnect the call, sir?

Speaker speaker_1: Yeah, disconnect.

Speaker speaker_0: Okay.

Speaker speaker_1: Charles.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Robert. All right, you too.