

Transcript: VICTORIA

Taylor-4679673584861184-6121900114755584

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? Hello. Hello. How you doing? Good afternoon. Good. Yes. I was returning your call. This is ... Okay. Did, uh, whoever called leave a voicemail for you? Yes, ma'am. Um, they called my cousin number, and I'm returning the call from, from her. Okay. So, is it for you or for your cousin? No, it's, it's for me, ma'am. Okay. What's, what's the name of the agency you work for? Hold, hold on one second, ma'am. It's HSS. Okay. Um, so this is for the medical insurance. Um, I can pull up your file and see why someone was calling you specifically. What's the last four of your Social? It's 4071, ma'am. And your first and last name? Renald Adebramo. Okay. I'm sorry, what is your first name? Renald. And do you mind verifying your address and date of birth? 120 Marcy Place, Apartment 2C, Bronx, New York, 10452. And your date of birth? 09/27/1987. Gotcha. And you said the apartment number is 2C? Yes, ma'am. Phone number 205-441-4214. Hello, that's my cousin's number. Um, my... Okay. Do you need me to update it to the one you're calling from? Well, yes. My number's 347-818-9989. Okay. And then email is B-O-P-S-K-E-E20 at, uh, gmail.com? Yes, ma'am. Okay. So, it looks like on... We received a enrollment form that you filled out. Uh, looks like you signed and dated it on the 7th of January. Yeah. Um, on the enrollment form, it looks like you selected all of the medical plans, the StayHealthy MEC TeleRx, the VIP Standard, and the StayHealthy MEC Enhanced. Unfortunately, you cannot have both StayHealthy plans, so we were calling to figure out which one you were wanting. Oh, it was... I think it was the life insurance one. I meant to... I kind of made a mistake. Um, I'm not, I'm not- Yeah. I mean, I see the... I see that you selected term life, but you also selected other things. And we were specifically calling about the medical plan, because like I said, you selected all of the medical plans we offer. Oh, that's 'cause... That's probably just my phone. I don't have an Android and probably when I clicked one, it probably clicked all of them. Okay. So, how about this? Just tell me exactly what you're wanting. Uh, we already have the term life. Uh, you enrolled into term life, but what medical plan are you wanting and, um, are you wanting like the dental, short-term disability, vision, critical illness, accident, behavioral health, IDx, Social Plus, Free Rx, and the virtual primary care? Well, I'll take the dental one, dental one. How much is dental one? The dental is \$3.38 a week for just yourself. Okay. The dental one. I'll pick that one. Okay. So the dental. Are y- are you wanting the term life as well? Yeah, the term life. The term life is what? A dollar and some- dollar and something. Yeah, \$1.96 a week. Okay. And are those the only two plans that you're wanting? Yes, ma'am. Okay. So, you don't want the medical or anything else you selected? No. Okay. Give me one second. Okay. So, in total, the dental and term life for employee only is gonna be a total of \$5.34 a week. Okay. And, and would I be able to... I mean, so s- um, so how much would it be when I add the medical one? Well, again, that's why I was asking what medical

plan you're wanting, because it depends. The StayHealthy MEC TeleRx is \$15.68 a week. The VIP Standard is \$16.81 a week. And the StayHealthy MEC Enhanced is \$42.61 a week. Well, I'll stick with the ones I have. So, just the dental and the term life? Yes, ma'am. Okay. And then just to make sure, are you wanting Maddie Smith to be your beneficiary? Yes, ma'am. Okay. All right. So, it will take about one to two weeks for the enrollment to be processed through payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then once the coverage is active, your ID card for dental is gonna be made and sent to you within seven to ten business days. Okay. All righty. Well, that's all that we were calling about. Um, did you have any other questions or concerns for me? Uh, that's great. All righty. You have a wonderful day. Okay. Thank you. God bless you too. You too. 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: Hello. Hello. How you doing? Good afternoon.

Speaker speaker_1: Good.

Speaker speaker_2: Yes. I was returning your call. This is ...

Speaker speaker_1: Okay. Did, uh, whoever called leave a voicemail for you?

Speaker speaker_2: Yes, ma'am. Um, they called my cousin number, and I'm returning the call from, from her.

Speaker speaker_1: Okay. So, is it for you or for your cousin?

Speaker speaker_2: No, it's, it's for me, ma'am.

Speaker speaker_1: Okay. What's, what's the name of the agency you work for?

Speaker speaker_2: Hold, hold on one second, ma'am. It's HSS.

Speaker speaker_1: Okay. Um, so this is for the medical insurance. Um, I can pull up your file and see why someone was calling you specifically. What's the last four of your Social?

Speaker speaker_2: It's 4071, ma'am.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Renald Adebramo.

Speaker speaker_1: Okay. I'm sorry, what is your first name?

Speaker speaker_2: Renald.

Speaker speaker_1: And do you mind verifying your address and date of birth?

Speaker speaker_2: 120 Marcy Place, Apartment 2C, Bronx, New York, 10452.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 09/27/1987.

Speaker speaker_1: Gotcha. And you said the apartment number is 2C?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Phone number 205-441-4214.

Speaker speaker_2: Hello, that's my cousin's number. Um, my...

Speaker speaker_1: Okay. Do you need me to update it to the one you're calling from?

Speaker speaker_2: Well, yes. My number's 347-818-9989.

Speaker speaker_1: Okay. And then email is B-O-P-S-K-E-E20 at, uh, gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, it looks like on... We received a enrollment form that you filled out. Uh, looks like you signed and dated it on the 7th of January.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, on the enrollment form, it looks like you selected all of the medical plans, the StayHealthy MEC TeleRx, the VIP Standard, and the StayHealthy MEC Enhanced. Unfortunately, you cannot have both StayHealthy plans, so we were calling to figure out which one you were wanting.

Speaker speaker_2: Oh, it was... I think it was the life insurance one. I meant to... I kind of made a mistake. Um, I'm not, I'm not-

Speaker speaker_1: Yeah. I mean, I see the... I see that you selected term life, but you also selected other things. And we were specifically calling about the medical plan, because like I said, you selected all of the medical plans we offer.

Speaker speaker_2: Oh, that's 'cause... That's probably just my phone. I don't have an Android and probably when I clicked one, it probably clicked all of them.

Speaker speaker_1: Okay. So, how about this? Just tell me exactly what you're wanting. Uh, we already have the term life. Uh, you enrolled into term life, but what medical plan are you wanting and, um, are you wanting like the dental, short-term disability, vision, critical illness, accident, behavioral health, IDx, Social Plus, Free Rx, and the virtual primary care?

Speaker speaker_2: Well, I'll take the dental one, dental one. How much is dental one?

Speaker speaker_1: The dental is \$3.38 a week for just yourself.

Speaker speaker_2: Okay. The dental one. I'll pick that one.

Speaker speaker_1: Okay. So the dental. Are y- are you wanting the term life as well?

Speaker speaker_2: Yeah, the term life. The term life is what? A dollar and some- dollar and something.

Speaker speaker_1: Yeah, \$1.96 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: And are those the only two plans that you're wanting?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, you don't want the medical or anything else you selected?

Speaker speaker_2: No.

Speaker speaker_1: Okay. Give me one second. Okay. So, in total, the dental and term life for employee only is gonna be a total of \$5.34 a week.

Speaker speaker_2: Okay. And, and would I be able to... I mean, so s- um, so how much would it be when I add the medical one?

Speaker speaker_1: Well, again, that's why I was asking what medical plan you're wanting, because it depends. The StayHealthy MEC TeleRx is \$15.68 a week. The VIP Standard is \$16.81 a week. And the StayHealthy MEC Enhanced is \$42.61 a week.

Speaker speaker_2: Well, I'll stick with the ones I have.

Speaker speaker_1: So, just the dental and the term life?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then just to make sure, are you wanting Maddie Smith to be your beneficiary?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All right. So, it will take about one to two weeks for the enrollment to be processed through payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then once the coverage is active, your ID card for dental is gonna be made and sent to you within seven to ten business days.

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. Well, that's all that we were calling about. Um, did you have any other questions or concerns for me?

Speaker speaker_2: Uh, that's great.

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

Speaker speaker_2: Okay. Thank you. God bless you too.

Speaker speaker_1: You too. Bye-bye.