

Transcript: VICTORIA

Taylor-4692514596503552-6191936664813568

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. Um, I got an email saying that, um, my daughter's information, I guess, didn't go through or something, for a dependent. Okay. Um, what's the name of the agency you work for? VSG, in Madison, Indiana. Is that the name of the staffing agency you're working for? Um, it's Crown Staffing. I'm so sorry. Okay. And the last four of your social? Five... Or excuse me. Uh, yeah, 5996. And, uh, your first and last name? Leesa Roberts. Excuse me. I've been sick, I'm sorry. You're fine. Uh, do you mind verifying your address and date of birth? 2750 Michigan Road, Madison, Indiana, 47250. Uh, date of birth, 09/15/84. And then phone number 812-363-3268? Yes. Okay. Um, it looks like email is gonna be hazeleyes30.ir@gmail.com? Uh, it's L-R. Or L-R? Yeah. Yeah. Gotcha. Okay. Um... Okay. Yes. So, it looks like we changed the enrollment to employee only because of missing the dependent information. So, are you wanting everything for employee plus child? Um, everything except for... What does the ID experts mean? What is that? Um, ID experts, that's like a anti-fraud policy to help protect your information online. Oh, okay. I don't need that. Um, other than that, um... Gosh. Uh, can you name a couple for me? I can't remember offhand, I'm so sorry. You're fine. So, it looks like what you're enrolled into is the FreeRx, group accident, uh, dental, term life, vision, and the VIP standard medical. Yeah. Yeah, that's what I want. For both of us. Okay. Give me one second, let me see which- Except for that one... Except for that one thing, um, it's just for me, right? Is that right? 'Cause I said, uh, an employee could only be selected, I think. Hmm. Well, like I said, what you're currently enrolled into is the VIP standard, vision, term life, dental, group accident and the FreeRx. And you can do that for employee only, or you can do that for employee plus child. Yeah, plus one child, please. Okay. So give me just one second, let me switch it back. Sorry about that. You're fine. I thought I put her information in there, but I don't know if it didn't go through, or, or what happened there. Mm-hmm. Okay. And what is the child's name? Remiah Leigh Roberts. How do you spell that first name? R-E-M as in Mary, uh, I-A-H. All right. So, R-E-M-I-A-H? Mm-hmm. And then Leigh Roberts? Yes. L-E-E-G-h. Okay. And date of birth? Uh, 10/17/14. You're gonna need her social, right? I need to get that. I don't know that social- Yeah. ... by heart. I know mine, but not hers. I don't use hers as much. Gotcha. Let's see. Just give me just a second, I'm putting you on speakerphone. I gotta get these cards out to be able to get the social out. One second. Okay. All right, you ready? Yes, ma'am. It's 800-67-1774. Okay. And, uh, did you... Who did you want the beneficiary to be for the term life? Uh, her. Okay. Damn. All righty. And just to let you know, um, for everything that you selected, it looks like it comes out to a total of \$50... \$53.98 a week. Okay. Then that's not bad at all. That's awesome. Um, so let's see. I went ahead and switched it back to employee plus child. Okay. So it does typically, um, take about one to two weeks for the enrollment- Oh, okay. ... process.

So I won't get insurance- And we'll- ... until, like, one or two weeks? Um, so once you see the first deduction being made out of your check, which might take up to two weeks, uh- Okay. ... the coverage will start that following Monday. Okay. So I would say, like, two to three weeks. Um- I think we still have, um, Medicaid right now anyway. But it's getting ready to expire anyway, so that's why I got it with my job, so... Gotcha. Um, and then once the coverage is active, the ID cards are made and sent to you within seven to ten business days. Okay. Sounds good. Mm-hmm. Thank you so much. Was there anything else? That's it. Thank you. You're welcome. Have a good day. You too. 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: Hello. Um, I got an email saying that, um, my daughter's information, I guess, didn't go through or something, for a dependent.

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

Speaker speaker_2: VSG, in Madison, Indiana.

Speaker speaker_1: Is that the name of the staffing agency you're working for?

Speaker speaker_2: Um, it's Crown Staffing. I'm so sorry.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: Five... Or excuse me. Uh, yeah, 5996.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Leesa Roberts . Excuse me. I've been sick, I'm sorry.

Speaker speaker_1: You're fine. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 2750 Michigan Road, Madison, Indiana, 47250. Uh, date of birth, 09/15/84.

Speaker speaker_1: And then phone number 812-363-3268?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, it looks like email is gonna be hazeleyes30.ir@gmail.com?

Speaker speaker_2: Uh, it's L-R.

Speaker speaker_1: Or L-R?

Speaker speaker_2: Yeah. Yeah.

Speaker speaker_1: Gotcha. Okay. Um... Okay. Yes. So, it looks like we changed the enrollment to employee only because of missing the dependent information. So, are you wanting everything for employee plus child?

Speaker speaker_2: Um, everything except for... What does the ID experts mean? What is that?

Speaker speaker_1: Um, ID experts, that's like a anti-fraud policy to help protect your information online.

Speaker speaker_2: Oh, okay. I don't need that. Um, other than that, um... Gosh. Uh, can you name a couple for me? I can't remember offhand, I'm so sorry.

Speaker speaker_1: You're fine. So, it looks like what you're enrolled into is the FreeRx, group accident, uh, dental, term life, vision, and the VIP standard medical.

Speaker speaker_2: Yeah. Yeah, that's what I want. For both of us.

Speaker speaker_1: Okay. Give me one second, let me see which-

Speaker speaker_2: Except for that one... Except for that one thing, um, it's just for me, right? Is that right? 'Cause I said, uh, an employee could only be selected, I think.

Speaker speaker_1: Hmm. Well, like I said, what you're currently enrolled into is the VIP standard, vision, term life, dental, group accident and the FreeRx. And you can do that for employee only, or you can do that for employee plus child.

Speaker speaker_2: Yeah, plus one child, please.

Speaker speaker_1: Okay. So give me just one second, let me switch it back.

Speaker speaker_2: Sorry about that.

Speaker speaker_1: You're fine.

Speaker speaker_2: I thought I put her information in there, but I don't know if it didn't go through, or, or what happened there.

Speaker speaker_1: Mm-hmm. Okay. And what is the child's name?

Speaker speaker_2: Remiah Leigh Roberts.

Speaker speaker_1: How do you spell that first name?

Speaker speaker_2: R-E-M as in Mary, uh, I-A-H.

Speaker speaker_1: All right. So, R-E-M-I-A-H?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then Leigh Roberts?

Speaker speaker_2: Yes. L-E-E-G-h.

Speaker speaker_1: Okay. And date of birth?

Speaker speaker_2: Uh, 10/17/14. You're gonna need her social, right? I need to get that. I don't know that social-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... by heart. I know mine, but not hers. I don't use hers as much.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Let's see. Just give me just a second, I'm putting you on speakerphone. I gotta get these cards out to be able to get the social out. One second.

Speaker speaker_1: Okay.

Speaker speaker_2: All right, you ready?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: It's 800-67-1774.

Speaker speaker_1: Okay. And, uh, did you... Who did you want the beneficiary to be for the term life?

Speaker speaker_2: Uh, her.

Speaker speaker_1: Okay.

Speaker speaker_2: Damn.

Speaker speaker_1: All righty. And just to let you know, um, for everything that you selected, it looks like it comes out to a total of \$50... \$53.98 a week.

Speaker speaker_2: Okay. Then that's not bad at all. That's awesome.

Speaker speaker_1: Um, so let's see. I went ahead and switched it back to employee plus child.

Speaker speaker_2: Okay.

Speaker speaker_1: So it does typically, um, take about one to two weeks for the enrollment-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... process.

Speaker speaker_2: So I won't get insurance-

Speaker speaker_1: And we'll-

Speaker speaker_2: ... until, like, one or two weeks?

Speaker speaker_1: Um, so once you see the first deduction being made out of your check, which might take up to two weeks, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the coverage will start that following Monday.

Speaker speaker_2: Okay.

Speaker speaker_1: So I would say, like, two to three weeks. Um-

Speaker speaker_2: I think we still have, um, Medicaid right now anyway. But it's getting ready to expire anyway, so that's why I got it with my job, so...

Speaker speaker_1: Gotcha. Um, and then once the coverage is active, the ID cards are made and sent to you within seven to ten business days.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.