

Transcript: VICTORIA

Taylor-4701841453432832-6308963421208576

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? I need to sign up for health or medical benefits. Okay. What's the name of the agency you work for? Terra Staffing. And the last four of your social? 9783. And your first and last name? Kelly Turk. T-U- Kelly. R-K. Uh, do you mind verifying your address and date of birth as well? Sorry, um, 12/20/64. So I'm trying to burn my kitchen down, I'm cooking something, but oh well. And my, my address is PO Box 1514 Myrtle Creek, Oregon 97457. Okay. Um, let's see. And you said your date of birth was 12/6/64? No, 12/20/1964. 12/20/1964. Okay. I'm not seeing a file that matches up with that. Let me check something. Well, I started working... they put me to work on 11/4 of this year. My s- and I already got a couple paychecks. Okay. Um, would the address possibly be something different? Uh... That's my mailing address, I don't know what else to tell ya. Okay. Uh, do you mind verifying your full social? 544-76-9783. Okay. So we definitely have the date of birth wrong and I also have the address as 5546 Avenue, Apartment 23. Um, that's just where I'm staying. Okay. So, let me look up- The one in, um, the one in, um, Washougal, Washington, right? Yes. Mm-hmm. I'm just, I'm just staying here. Okay. Let me update this information really quick. Let's see. So, again, date of birth is 12/20/1964. Yes. And then address should be PO Box... 1514 Myrtle Creek, Oregon 97457. Okay. Yeah Um, then we also have like the additional add-ons like the short-term disability, dental, vision, term life and the IDX, uh, Social Plus. Um... So... Well, I would want the, I would want the, the one with the emergency room and the hospital stays. Not that I'm planning on it, but you never know. Okay. So there's uh, two different plans out of those. Were you wanting the VIP Standard or the VIP Plus? What's the difference? Uh, like I said, the only difference between those two is the VIP Plus pays a little bit more towards the hospitalization benefits. So how much is that gonna cost me a month? So, this you would pay for weekly. Um, if you just do it for... Are you wanting to do it for yourself? Yeah, just for myself. Okay. So, the VIP Plus it looks like... Give me one second, let me just confirm. Okay, so the VIP Plus for employee only is \$36.97 a week. Okay. Is that all - I'll go for that. ... of the add-ons you wanted as well? Yeah. Well, what, what were the, what were the other add-ons? Uh, dental, short-term disability, term life, vision, and ID experts. What's ID... What's that? The... Yes, the ID Experts is like an anti-fraud policy. It just helps protect your information online. Well... Hmm. Okay, I would, I would want the vision and the dental and what else was there? Um, the ID experts, term life and short-term disability. I'll do the s- the short-term disability. Okay. So, for the VIP Plus, the dental, short-term disability and vision for employee only, it looks like it would be a total of \$46.68. A week. Yes, sir. Okay. Um, I just have a... Okay. I want to... I'll go for that. Okay. Um, so I will go ahead and- And... ... um- I have a question. Um, now the la- my last company I worked for, before I got laid off, was Safelite Hourglass and they had what they called

personal injury protection. Is that included in any of this or...? Can you say that again? Okay, the last company I worked for with my health plan there, they had what they called personal, uh, it was... Let me ha- let me think how to wor- U- uh, it was like personal, like if I was walking down the street and I tripped and broke my arm, I would be covered. Or I'm out riding that motorcycle and I wreck and I break an arm or a leg, I'm covered. Do you have anything like that? Not that I'm... Oh, not that I'm aware of. I mean, this insurance does not- Okay, yeah. Okay, no because, um, when I left Safelite, um, I was able to keep that part of my insurance. I'm only paying like \$6 a month for personal accident insurance. So okay, I'm not gonna wor- I'll just, I'll just keep paying that. It's no big deal. Okay. So... All right, so I will go ahead and submit the request to have this, uh, processed through payroll. Give me just a few seconds. Okay. Okay. So, I know it typically takes about one to two weeks for the enrollment to be processed through payroll. Um, so you might not see your first deduction until two weeks from now. Uh- Oh, that's- Once you do- That's fine. That's fine. Once you do... Okay. Once you do see that first deduction being made out of your check, coverage will start the following Monday. And then, uh, once the coverage is active, that's when your policy information is being made as well as the ID cards. So, it will take about seven to 10 business days to get those. Okay. The dental and vision... I'm listening. The dental and vision are typically mailed to you, but the medical ID card is emailed to you. Okay. I don't have, I mean, an email, so I don't know what to tell you. I just really don't know. Okay. Um, so I know you mentioned you were having some issues with the email address. What I would suggest doing, because they typically email that ID card, is once the coverage is active, call us back so that we can put in a request to the insurance carrier to have the ID card mailed to you. Okay, that works for me. Yes. And I would- And it's going to- ... just keep an eye. And it's going to be sent to the, the PO box, right? Yeah. I went ahead and updated that for you. Okay, very good. Yeah, so I would just keep an eye on your pay stubs for the next one to two weeks. And then once you see that first deduction being made out of your check for the coverage, it'll start that following Monday, and then you can call us that Monday so we can send the request to have the ID card for the medical mailed to you. Okay, I will do that. Anything else you need from me? Uh, nope. You are good to go on my end. All right. Well, you have a very good evening. You too. Thank you very much for your time. Yes, sir. You have a good night as well. 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: I need to sign up for health or medical benefits.

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

Speaker speaker_2: Terra Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9783.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Kelly Turk. T-U-

Speaker speaker_1: Kelly.

Speaker speaker_2: R-K.

Speaker speaker_1: Uh, do you mind verifying your address and date of birth as well?

Speaker speaker_2: Sorry, um, 12/20/64. So I'm trying to burn my kitchen down, I'm cooking something, but oh well. And my, my address is PO Box 1514 Myrtle Creek, Oregon 97457.

Speaker speaker_1: Okay. Um, let's see. And you said your date of birth was 12/6/64?

Speaker speaker_2: No, 12/20/1964.

Speaker speaker_1: 12/20/1964. Okay. I'm not seeing a file that matches up with that. Let me check something.

Speaker speaker_2: Well, I started working... they put me to work on 11/4 of this year. My s- and I already got a couple paychecks.

Speaker speaker_1: Okay. Um, would the address possibly be something different?

Speaker speaker_2: Uh... That's my mailing address, I don't know what else to tell ya.

Speaker speaker_1: Okay. Uh, do you mind verifying your full social?

Speaker speaker_2: 544-76-9783.

Speaker speaker_1: Okay. So we definitely have the date of birth wrong and I also have the address as 5546 Avenue, Apartment 23.

Speaker speaker_2: Um, that's just where I'm staying.

Speaker speaker_1: Okay. So, let me look up-

Speaker speaker_2: The one in, um, the one in, um, Washougal, Washington, right?

Speaker speaker_1: Yes. Mm-hmm.

Speaker speaker_2: I'm just, I'm just staying here.

Speaker speaker_1: Okay. Let me update this information really quick. Let's see. So, again, date of birth is 12/20/1964.

Speaker speaker_2: Yes.

Speaker speaker_1: And then address should be PO Box...

Speaker speaker_2: 1514 Myrtle Creek, Oregon 97457.

Speaker speaker_1: Okay. Yeah Um, then we also have like the additional add-ons like the short-term disability, dental, vision, term life and the IDX, uh, Social Plus.

Speaker speaker_2: Um... So... Well, I would want the, I would want the, the one with the emergency room and the hospital stays. Not that I'm planning on it, but you never know.

Speaker speaker_1: Okay. So there's uh, two different plans out of those. Were you wanting the VIP Standard or the VIP Plus?

Speaker speaker_2: What's the difference?

Speaker speaker_1: Uh, like I said, the only difference between those two is the VIP Plus pays a little bit more towards the hospitalization benefits.

Speaker speaker_2: So how much is that gonna cost me a month?

Speaker speaker_1: So, this you would pay for weekly. Um, if you just do it for... Are you wanting to do it for yourself?

Speaker speaker_2: Yeah, just for myself.

Speaker speaker_1: Okay. So, the VIP Plus it looks like... Give me one second, let me just confirm. Okay, so the VIP Plus for employee only is \$36.97 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that all -

Speaker speaker_2: I'll go for that.

Speaker speaker_1: ... of the add-ons you wanted as well? Yeah.

Speaker speaker_2: Well, what, what were the, what were the other add-ons?

Speaker speaker_1: Uh, dental, short-term disability, term life, vision, and ID experts.

Speaker speaker_2: What's ID... What's that?

Speaker speaker_1: The... Yes, the ID Experts is like an anti-fraud policy. It just helps protect your information online.

Speaker speaker_2: Well... Hmm. Okay, I would, I would want the vision and the dental and what else was there?

Speaker speaker_1: Um, the ID experts, term life and short-term disability.

Speaker speaker_2: I'll do the s- the short-term disability.

Speaker speaker_1: Okay. So, for the VIP Plus, the dental, short-term disability and vision for employee only, it looks like it would be a total of \$46.68.

Speaker speaker_2: A week.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, I just have a... Okay. I want to... I'll go for that.

Speaker speaker_1: Okay. Um, so I will go ahead and-

Speaker speaker_2: And...

Speaker speaker_1: ... um-

Speaker speaker_2: I have a question. Um, now the la- my last company I worked for, before I got laid off, was Safelite Hourglass and they had what they called personal injury protection. Is that included in any of this or...?

Speaker speaker_1: Can you say that again?

Speaker speaker_2: Okay, the last company I worked for with my health plan there, they had what they called personal, uh, it was... Let me ha- let me think how to wor- U- uh, it was like personal, like if I was walking down the street and I tripped and broke my arm, I would be covered. Or I'm out riding that motorcycle and I wreck and I break an arm or a leg, I'm covered. Do you have anything like that?

Speaker speaker_1: Not that I'm... Oh, not that I'm aware of. I mean, this insurance does not-

Speaker speaker_2: Okay, yeah. Okay, no because, um, when I left Safelite, um, I was able to keep that part of my insurance. I'm only paying like \$6 a month for personal accident insurance. So okay, I'm not gonna wor- I'll just, I'll just keep paying that. It's no big deal.

Speaker speaker_1: Okay.

Speaker speaker_2: So...

Speaker speaker_1: All right, so I will go ahead and submit the request to have this, uh, processed through payroll. Give me just a few seconds.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. So, I know it typically takes about one to two weeks for the enrollment to be processed through payroll. Um, so you might not see your first deduction until two weeks from now. Uh-

Speaker speaker_2: Oh, that's-

Speaker speaker_1: Once you do-

Speaker speaker_2: That's fine. That's fine.

Speaker speaker_1: Once you do... Okay. Once you do see that first deduction being made out of your check, coverage will start the following Monday. And then, uh, once the coverage is active, that's when your policy information is being made as well as the ID cards. So, it will take about seven to 10 business days to get those.

Speaker speaker_2: Okay.

Speaker speaker_1: The dental and vision...

Speaker speaker_2: I'm listening.

Speaker speaker_1: The dental and vision are typically mailed to you, but the medical ID card is emailed to you.

Speaker speaker_2: Okay. I don't have, I mean, an email, so I don't know what to tell you. I just really don't know.

Speaker speaker_1: Okay. Um, so I know you mentioned you were having some issues with the email address. What I would suggest doing, because they typically email that ID card, is once the coverage is active, call us back so that we can put in a request to the insurance carrier to have the ID card mailed to you.

Speaker speaker_2: Okay, that works for me.

Speaker speaker_1: Yes. And I would-

Speaker speaker_2: And it's going to-

Speaker speaker_1: ... just keep an eye.

Speaker speaker_2: And it's going to be sent to the, the PO box, right?

Speaker speaker_1: Yeah. I went ahead and updated that for you.

Speaker speaker_2: Okay, very good.

Speaker speaker_1: Yeah, so I would just keep an eye on your pay stubs for the next one to two weeks. And then once you see that first deduction being made out of your check for the coverage, it'll start that following Monday, and then you can call us that Monday so we can send the request to have the ID card for the medical mailed to you.

Speaker speaker_2: Okay, I will do that. Anything else you need from me?

Speaker speaker_1: Uh, nope. You are good to go on my end.

Speaker speaker_2: All right. Well, you have a very good evening.

Speaker speaker_1: You too.

Speaker speaker_2: Thank you very much for your time.

Speaker speaker_1: Yes, sir. You have a good night as well.

Speaker speaker_2: Bye. Bye.