

Transcript: VICTORIA

Taylor-4837257628139520-6276075514281984

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. Yeah. How can I help you? This is Bebe Sitter. He sent me a message. I'm trying to see what that means. And I was trying to see what that mean and what y'all was talking about. So we administer medical insurance for a couple different staffing agencies. Um, do you work through a staffing agency? Uh, I went through Surge to get to DB. Okay. Um, I'm not sure exactly what was sent to you, but I know if you're a new hire with Surge, they do automatically enroll members into one of the medical plans they offer, unless you opt out before then. What does that mean? What that mean? That you'll be enrolled into one of the medical plans, unless you opt out. Oh, okay. All right. All right. I ain't walked out. No, ma'am. Opt out. That mean if you don't want to be in it. You're already automatically enrolled. I'm enrolled with them. Uh, I feel the job, it, it's cool with me. I like it. Okay, so you don't want to opt out? No, ma'am. I don't want to go nowhere yet. No, he don't want to opt in yet. I want to stay at this same spot. Yeah. No, it's not regarding a job, sir. This is for the medical insurance they offer. They're going to enroll you into one of the medical plans unless you opt out. Oh, so they gonna let me know if I get sick or something? It's, it's for medical insurance. Or need people to sign... All right. The, the plan that they automatically enroll you into is specifically for, like, your preventative health care. Um, so it covers things like yearly physicals, vaccinations and preventative screenings. Um... All right. It does come with virtual urgent care, as well as a free Rx prescription, which is just like a prescription plan. But it's mainly just for your preventative medical. All right. Well, you can... You can sign me up for it. How much it gonna be? Okay. Um, so the plan- We're using a system here. Yes, ma'am. How much the plan will be? The plan itself is \$16.80 a week. \$16.86? What did you say? \$16 and what a week? It's \$16.80 a week. So they gonna be for my doctor and all that, my insurance or whatever? Appointments and all that. So again, it's a, it's a preventative medical plan. So that's yearly physicals, vaccinations and preventative screens, screenings. You do have to stay in the network. Um, it also comes with virtual urgent care, but the urgent care is only virtual. There is no in-person urgent care coverage. And it comes with a subscription of free Rx, which is a prescription plan. This is used. I use this. Okay, do you... Mm-hmm. Do you want me to enroll you into that now or do you want it to just automatically enroll you? Because they don't automatically enroll you until 30 days from the date of your first check. Automated enroll. You go ahead and automatic enroll me. They're gonna do it in 30 days. Okay. Yeah, so there's nothing I would do on my end if you just want it to be automatic. They would do it 30 days from the date of your first check. All right. Okay. Do you need help with anything else? So, so 16... So \$16 come out every... \$16.86 come out every other week though? No, it's every week. Every week. Every week? Okay. Mm-hmm. All right. All right. That'd be all right. You can sign me in and enroll me. Well, like I said, if you're, if you're just wanting to let it do it automatically, I wouldn't need to enroll you. It will do that 30 days from

the date of your first check. You can click through and just finish. Unless you want me to go ahead and manually enroll you into that? You can enroll me into it. Okay. You want it automatic? Well, well let's just do automatic. So what's the last four of your social? Uh, 3053. And your first and last name? Bebe Sitter, Baby. How do you spell your last name? B-A-B-Y. Mm, yeah. B as in boy, A-D-Y? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? 120 Brimmer Road. 128. 128 Brimmer Road. Okay. Okay, I have a different address. I have 195 McKay Road. No, I don't live on there no more. Okay. So it's, aga- what is it again? Uh, 127 Brimmer Road. 128. 128 Brimmer Road. Can you spell that for me? Red Bank, Mississippi. B-R-I-T-T-E-R- E-U... I mean E-U-M. Okay, so B-R-I-T-T-E-U-M? Yes, ma'am. The city? May I please... In Red Bank, Mississippi. The zip code? 38631. 38631. Okay, I'm sorry. 386- 61. And your date of birth? 3/17/94. Phone number is 901-493-1148. 901... What did you say? 493-1148. Yes, ma'am. Okay, and then email is just going to be first name, uh, last name at yah- yahoo.com. Yes, ma'am. Okay. Are you a rehire with them? Yes, ma'am. It's your first time working for them. This is my first time working with their job. Okay. But I went through- Okay. But I went through... Well, I went through them one time. Yeah, that's what I meant by if you're a rehire, if you were on an assignment with them previously. Um, so I'm seeing two different hire dates in my system, so I'm going to have to verify eligibility, um, and then follow up with you and let you know if I'm able to get you enrolled. What eligibility meeting? That's just a part of our, our process, whenever we have more than one hire date on file for you. So I just need to verify through our systems that you are a rehire and then I'm able to process the enrollment. Okay. So once I'm able to do that, I'll follow up with you from there. All right. You, you gonna call and let me know if I, am I able to be available for it? Yeah, I'll give you a call back to let you know if I'm able to process the enrollment. All right, thank you too. You're welcome. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria.

Speaker speaker_1: Yeah.

Speaker speaker_0: How can I help you?

Speaker speaker_1: This is Bebe Sitter. He sent me a message.

Speaker speaker_2: I'm trying to see what that means.

Speaker speaker_1: And I was trying to see what that mean and what y'all was talking about.

Speaker speaker_0: So we administer medical insurance for a couple different staffing agencies. Um, do you work through a staffing agency?

Speaker speaker_1: Uh, I went through Surge to get to DB.

Speaker speaker_0: Okay. Um, I'm not sure exactly what was sent to you, but I know if you're a new hire with Surge, they do automatically enroll members into one of the medical plans they offer, unless you opt out before then.

Speaker speaker_2: What does that mean?

Speaker speaker_1: What that mean?

Speaker speaker_0: That you'll be enrolled into one of the medical plans, unless you opt out.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: All right. All right. I ain't walked out. No, ma'am.

Speaker speaker_2: Opt out. That mean if you don't want to be in it. You're already automatically enrolled.

Speaker speaker_1: I'm enrolled with them. Uh, I feel the job, it, it's cool with me. I like it.

Speaker speaker_0: Okay, so you don't want to opt out?

Speaker speaker_1: No, ma'am. I don't want to go nowhere yet.

Speaker speaker_2: No, he don't want to opt in yet.

Speaker speaker_1: I want to stay at this same spot.

Speaker speaker_0: Yeah. No, it's not regarding a job, sir. This is for the medical insurance they offer. They're going to enroll you into one of the medical plans unless you opt out.

Speaker speaker_1: Oh, so they gonna let me know if I get sick or something?

Speaker speaker_0: It's, it's for medical insurance.

Speaker speaker_1: Or need people to sign... All right.

Speaker speaker_0: The, the plan that they automatically enroll you into is specifically for, like, your preventative health care. Um, so it covers things like yearly physicals, vaccinations and preventative screenings. Um...

Speaker speaker_1: All right.

Speaker speaker_0: It does come with virtual urgent care, as well as a free Rx prescription, which is just like a prescription plan. But it's mainly just for your preventative medical.

Speaker speaker_1: All right. Well, you can... You can sign me up for it. How much it gonna be?

Speaker speaker_0: Okay. Um, so the plan-

Speaker speaker_2: We're using a system here.

Speaker speaker_1: Yes, ma'am. How much the plan will be?

Speaker speaker_0: The plan itself is \$16.80 a week.

Speaker speaker_1: \$16.86? What did you say? \$16 and what a week?

Speaker speaker_0: It's \$16.80 a week.

Speaker speaker_1: So they gonna be for my doctor and all that, my insurance or whatever? Appointments and all that.

Speaker speaker_0: So again, it's a, it's a preventative medical plan. So that's yearly physicals, vaccinations and preventative screens, screenings. You do have to stay in the network. Um, it also comes with virtual urgent care, but the urgent care is only virtual. There is no in-person urgent care coverage. And it comes with a subscription of free Rx, which is a prescription plan.

Speaker speaker_1: This is used. I use this.

Speaker speaker_0: Okay, do you...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Do you want me to enroll you into that now or do you want it to just automatically enroll you? Because they don't automatically enroll you until 30 days from the date of your first check.

Speaker speaker_2: Automated enroll.

Speaker speaker_1: You go ahead and automatic enroll me.

Speaker speaker_2: They're gonna do it in 30 days.

Speaker speaker_0: Okay. Yeah, so there's nothing I would do on my end if you just want it to be automatic. They would do it 30 days from the date of your first check.

Speaker speaker_1: All right.

Speaker speaker_0: Okay. Do you need help with anything else?

Speaker speaker_1: So, so 16... So \$16 come out every... \$16.86 come out every other week though?

Speaker speaker_0: No, it's every week.

Speaker speaker_2: Every week.

Speaker speaker_1: Every week? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. All right. That'd be all right. You can sign me in and enroll me.

Speaker speaker_0: Well, like I said, if you're, if you're just wanting to let it do it automatically, I wouldn't need to enroll you. It will do that 30 days from the date of your first check.

Speaker speaker_2: You can click through and just finish.

Speaker speaker_0: Unless you want me to go ahead and manually enroll you into that?

Speaker speaker_1: You can enroll me into it.

Speaker speaker_0: Okay.

Speaker speaker_2: You want it automatic? Well, well let's just do automatic.

Speaker speaker_0: So what's the last four of your social?

Speaker speaker_1: Uh, 3053.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Bebe Sitter, Baby.

Speaker speaker_0: How do you spell your last name?

Speaker speaker_1: B-A-B-Y.

Speaker speaker_2: Mm, yeah.

Speaker speaker_0: B as in boy, A-D-Y?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 120 Brimmer Road.

Speaker speaker_2: 128.

Speaker speaker_1: 128 Brimmer Road.

Speaker speaker_0: Okay. Okay, I have a different address. I have 195 McKay Road.

Speaker speaker_1: No, I don't live on there no more.

Speaker speaker_0: Okay. So it's, aga- what is it again?

Speaker speaker_1: Uh, 127 Brimmer Road.

Speaker speaker_2: 128.

Speaker speaker_1: 128 Brimmer Road.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_1: Red Bank, Mississippi. B-R-I-T-T-E-R-

Speaker speaker_2: E-U...

Speaker speaker_1: I mean E-U-M.

Speaker speaker_0: Okay, so B-R-I-T-T-E-U-M?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: The city?

Speaker speaker_1: May I please... In Red Bank, Mississippi.

Speaker speaker_0: The zip code?

Speaker speaker_2: 38631.

Speaker speaker_1: 38631.

Speaker speaker_0: Okay, I'm sorry. 386-

Speaker speaker_1: 61.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 3/17/'94.

Speaker speaker_0: Phone number is 901-493-1148.

Speaker speaker_1: 901... What did you say?

Speaker speaker_0: 493-1148.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, and then email is just going to be first name, uh, last name at yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Are you a rehire with them?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: It's your first time working for them.

Speaker speaker_1: This is my first time working with their job.

Speaker speaker_0: Okay.

Speaker speaker_1: But I went through-

Speaker speaker_0: Okay.

Speaker speaker_1: But I went through... Well, I went through them one time.

Speaker speaker_0: Yeah, that's what I meant by if you're a rehire, if you were on an assignment with them previously. Um, so I'm seeing two different hire dates in my system, so I'm going to have to verify eligibility, um, and then follow up with you and let you know if I'm able to get you enrolled.

Speaker speaker_1: What eligibility meeting?

Speaker speaker_0: That's just a part of our, our process, whenever we have more than one hire date on file for you. So I just need to verify through our systems that you are a rehire and then I'm able to process the enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: So once I'm able to do that, I'll follow up with you from there.

Speaker speaker_1: All right. You, you gonna call and let me know if I, am I able to be available for it?

Speaker speaker_0: Yeah, I'll give you a call back to let you know if I'm able to process the enrollment.

Speaker speaker_1: All right, thank you too.

Speaker speaker_0: You're welcome.

Speaker speaker_1: All right.

Speaker speaker_0: Bye-bye.