

Transcript: VICTORIA

Taylor-4869775198994432-4569860384178176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Have you ever heard of a show called ... Newt's Best Friends? Thank you for calling Benefits for the Card. Hi, how are you? This is Victoria. How can I help you? Hi. I just got a call from you guys, um, about my benefits. Okay. Uh, what's the name of the agency you work for? Um, CareBuilders At Home. Gotcha. And the last four of your Social? 6360. And your first and last name? Abigail Heim. Okay. Do you mind verifying your address and date of birth? 217 North Grant Street, um, and 5-10-796. For the address- Okay. ... uh, city is, uh, Bay City, Michigan 48708. Yeah. 48708, yep. Phone number 989-326-7891. Yep. And then email is gonna be last name, abby, @gmail.com. Yes. Okay. Give me one second. So are we gonna build a roller coaster? And what are we gonna watch on Word War III? Newt, what movie are we watching? Let's go to the mall and... Okay. So it looks like you requested to enroll into the group accident plan we offer for employee plus spouse- Mm-hmm. ... but we were missing your spouse's information, so we switched it- Okay. ... to employee only. Okay, that's fine. Were you, uh, still wanting to add your spouse? What... I don't... You... I don't know what that is, the group accident thing. Um, so the group accident policy is just a policy to help pay the expenses, um, you know, due to an accident. It's not accident specific, but, um... So just kind of give you a couple examples, like if you were to go to the hospital emergency room, it'll pay \$250 of that. Um, if you were to be admitted to the hospital, it'll pay \$250 towards hospital admission, \$100 towards, like, the daily hospital confinement, \$200 towards intensive care unit. Um, \$250 towards ambulance, whether that's ground or air. And then it pays \$100 of medical imaging. Uh. It looks like there- Okay. I think I will just keep that with just me and not him. He doesn't want- Okay. ... to make many trips to a hospital or anything, so I think we're good on that. Okay. Was there anything else that you wanted to enroll into or is that just it? Um, I tried to enroll in everything I wanted like the vision and dental and all that. Okay. I just see that you're pending for group accident. So did you want me to add on dental and vision? Yeah. Um, and do you guys have prescription coverage by any chance? Um, let me double-check. Give me one second. Okay. We wonder why there is. Newt's Best Friends. I really wanna try it. Wow. If we're gonna watch it, we're gonna need wide, very warm wigs. Oh, look. I see your strength. That's Canela with the sheep. Let's go to her house. You know, I always bring you something special for us to look at. Hey, Canela. Is that a movie? Um, yes. It looks like we offer a prescription plan with FreeRx. Oh, what is it? But this new- Yes. I would like that also. ... is so fun. Oh. Okay. So the FreeRx, dental, vision, and the group accident. Yeah. Okay. For employee only? No, for me and my spouse actually. On everything? Yeah. Might as well just throw it all together. Okay. So let me... FreeRx, dental, vision and group accident. We have to wait for Mr. Green. All right. Was there anything else? Just one question. Nope. That's it. Okay. So your total weekly deduction would be \$21.30. Okay. And then let me go ahead and get your spouse listed.

Canela. But she doesn't- What is their name? ... want to come out. She's eating- Um, Logan, L-O-U-G-A-N, and Brown, like the color. Ooh, the rock band's going to use to clean his teeth because he has a lot of st-... Oh, no. This is... Hey, Logan. Logan. I'm sorry, what did you say? You're cutting out. Oh, come on. Sorry about that. Uh, first name is L-O-U-G-A-N, and then last name is Brown. Oh, Brown. Can you tell- Brown, like the color. Yeah. Okay. Date of birth? Um, 11/9/99. He's going to have to be a real shy. And then full Social. Come here. You're so pretty. Uh-huh. Um, I don't know his Social Security number off the top of my head. Um- Okay. That's fine. I can put all zeros for now, and then if you just want to call us back with that, we should be able to edit it. Okay. That'll work for now. All right. So, um, it does typically take about one to two weeks for the enrollment to be processed through your payroll. Okay. So once you see that first deduction being made out of your check, coverage will start the following Monday. And where are we going? Okay. Um, and then once the coverage is active, it typically takes about seven to 10 business days to get the ID card. Ooh, nice. Um, which both ID cards for dental and vision will be mailed to you. Okay. And then you should get a email for the FreeRx where you can register your account and get that set up. Okay. All right. Uh, was there anything else- Thank you. ... you might need help with? Nope. That's... I'm good. 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: Have you ever heard of a show called ... Newt's Best Friends?

Speaker speaker_2: Thank you for calling Benefits for the Card.

Speaker speaker_3: Hi, how are you?

Speaker speaker_2: This is Victoria. How can I help you?

Speaker speaker_3: Hi. I just got a call from you guys, um, about my benefits.

Speaker speaker_2: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_3: Um, CareBuilders At Home.

Speaker speaker_2: Gotcha. And the last four of your Social?

Speaker speaker_3: 6360.

Speaker speaker_2: And your first and last name?

Speaker speaker_3: Abigail Heim.

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_3: 217 North Grant Street, um, and 5-10-796.

Speaker speaker_2: For the address-

Speaker speaker_3: Okay.

Speaker speaker_2: ... uh, city is, uh, Bay City, Michigan 48708.

Speaker speaker_3: Yeah. 48708, yep.

Speaker speaker_2: Phone number 989-326-7891.

Speaker speaker_3: Yep.

Speaker speaker_2: And then email is gonna be last name, abby, @gmail.com.

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Give me one second.

Speaker speaker_4: So are we gonna build a roller coaster? And what are we gonna watch on Word War III? Newt, what movie are we watching? Let's go to the mall and...

Speaker speaker_2: Okay. So it looks like you requested to enroll into the group accident plan we offer for employee plus spouse-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... but we were missing your spouse's information, so we switched it-

Speaker speaker_3: Okay.

Speaker speaker_2: ... to employee only.

Speaker speaker_3: Okay, that's fine.

Speaker speaker_2: Were you, uh, still wanting to add your spouse?

Speaker speaker_3: What... I don't... You... I don't know what that is, the group accident thing.

Speaker speaker_2: Um, so the group accident policy is just a policy to help pay the expenses, um, you know, due to an accident. It's not accident specific, but, um... So just kind of give you a couple examples, like if you were to go to the hospital emergency room, it'll pay \$250 of that. Um, if you were to be admitted to the hospital, it'll pay \$250 towards hospital admission, \$100 towards, like, the daily hospital confinement, \$200 towards intensive care unit. Um, \$250 towards ambulance, whether that's ground or air. And then it pays \$100 of medical imaging.

Speaker speaker_3: Uh.

Speaker speaker_2: It looks like there-

Speaker speaker_3: Okay. I think I will just keep that with just me and not him. He doesn't want-

Speaker speaker_2: Okay.

Speaker speaker_3: ... to make many trips to a hospital or anything, so I think we're good on that.

Speaker speaker_2: Okay. Was there anything else that you wanted to enroll into or is that just it?

Speaker speaker_3: Um, I tried to enroll in everything I wanted like the vision and dental and all that.

Speaker speaker_2: Okay. I just see that you're pending for group accident. So did you want me to add on dental and vision?

Speaker speaker_3: Yeah. Um, and do you guys have prescription coverage by any chance?

Speaker speaker_2: Um, let me double-check. Give me one second.

Speaker speaker_3: Okay.

Speaker speaker_4: We wonder why there is. Newt's Best Friends. I really wanna try it. Wow. If we're gonna watch it, we're gonna need wide, very warm wigs. Oh, look. I see your strength. That's Canela with the sheep. Let's go to her house. You know, I always bring you something special for us to look at. Hey, Canela. Is that a movie?

Speaker speaker_2: Um, yes. It looks like we offer a prescription plan with FreeRx.

Speaker speaker_4: Oh, what is it? But this new-

Speaker speaker_3: Yes. I would like that also.

Speaker speaker_4: ... is so fun. Oh.

Speaker speaker_2: Okay. So the FreeRx, dental, vision, and the group accident.

Speaker speaker_3: Yeah.

Speaker speaker_2: Okay. For employee only?

Speaker speaker_3: No, for me and my spouse actually.

Speaker speaker_2: On everything?

Speaker speaker_3: Yeah. Might as well just throw it all together.

Speaker speaker_2: Okay. So let me... FreeRx, dental, vision and group accident.

Speaker speaker_4: We have to wait for Mr. Green.

Speaker speaker_2: All right. Was there anything else?

Speaker speaker_4: Just one question.

Speaker speaker_3: Nope. That's it.

Speaker speaker_2: Okay. So your total weekly deduction would be \$21.30.

Speaker speaker_3: Okay.

Speaker speaker_2: And then let me go ahead and get your spouse listed.

Speaker speaker_4: Canela. But she doesn't-

Speaker speaker_2: What is their name?

Speaker speaker_4: ... want to come out. She's eating-

Speaker speaker_3: Um, Logan, L-O-U-G-A-N, and Brown, like the color.

Speaker speaker_4: Ooh, the rock band's going to use to clean his teeth because he has a lot of st-... Oh, no. This is... Hey, Logan. Logan.

Speaker speaker_3: I'm sorry, what did you say? You're cutting out.

Speaker speaker_4: Oh, come on.

Speaker speaker_2: Sorry about that. Uh, first name is L-O-U-G-A-N, and then last name is Brown.

Speaker speaker_4: Oh, Brown. Can you tell-

Speaker speaker_3: Brown, like the color. Yeah.

Speaker speaker_2: Okay. Date of birth?

Speaker speaker_3: Um, 11/9/99.

Speaker speaker_4: He's going to have to be a real shy.

Speaker speaker_2: And then full Social.

Speaker speaker_4: Come here. You're so pretty. Uh-huh.

Speaker speaker_3: Um, I don't know his Social Security number off the top of my head. Um-

Speaker speaker_2: Okay. That's fine. I can put all zeros for now, and then if you just want to call us back with that, we should be able to edit it.

Speaker speaker_3: Okay. That'll work for now.

Speaker speaker_2: All right. So, um, it does typically take about one to two weeks for the enrollment to be processed through your payroll.

Speaker speaker_3: Okay.

Speaker speaker_2: So once you see that first deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_4: And where are we going?

Speaker speaker_3: Okay.

Speaker speaker_2: Um, and then once the coverage is active, it typically takes about seven to 10 business days to get the ID card.

Speaker speaker_4: Ooh, nice.

Speaker speaker_2: Um, which both ID cards for dental and vision will be mailed to you.

Speaker speaker_3: Okay.

Speaker speaker_2: And then you should get a email for the FreeRx where you can register your account and get that set up.

Speaker speaker_3: Okay. All right.

Speaker speaker_2: Uh, was there anything else-

Speaker speaker_3: Thank you.

Speaker speaker_2: ... you might need help with?

Speaker speaker_3: Nope. That's... I'm good. Thank you.

Speaker speaker_2: You're welcome. Have a good day.

Speaker speaker_3: You too. Bye.

Speaker speaker_2: Bye-bye.