

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits on a Card. This, this is Adria. How can I help you? Hi, I was calling to verify and see who our provider was, and when services were expected to start, if they, um, or if they are. Okay. What's the, um, name of the agency you work for? Um... mm. Like the temp agency? Yes. BG. All right. And the last four of your Social? 8567. And then your first and last name? Tiara Cannon. Okay. Do you mind verifying your address and date of birth? Yeah. 31790. 20235 Keith Harrow Boulevard, Apartment 812. And that's in Katy, Texas, 77449? Yeah. Phone number 414-218-6043. Yeah. Email is tc08c@yahoo.com? Yeah. Okay. Um, so it looks like your coverage just became active this Monday. So, um, it typically takes about seven to 10 business days once the coverage becomes active, to get your ID card. Can you verify what all is, um, is on there? And if I wanted to take some of the coverage off, how do I do that? You just do it with us over the phone. Um, so it looks like you're enrolled into Free RX. Uh, you're also enrolled into Virtual Primary Care, uh, Dental, Short-Term Disability, Term Life, Vision, uh, Critical Illness, Group Accident, Behavioral Health, the ID Experts, and then the VIP Classic Medical Plan. Um, am I able to remove... Am I able to... to take off myself and my two children, but still leave my spouse insured? Uh, no, you would have to be insured. For everything, or... Yeah. Because the only, the only reason why you're getting these benefits is because you're an employee of BGS. So you, the employee- Right. ... would have to be on the policies- But I wanted to keep... Yeah. So I wanted to keep the life insurance and a couple of the other ones, but I have insurance through the marketplace, and so I can't have the medical benefit through you guys. But because this is a temp job, I thought that I could, so I need to cancel it. So is that- Okay. If you just wanna take off the medical, that's fine. Yes. I would like to take the medical off for me and my two children, but I wanted to know if I could still leave my spouse covered under the medical. We cannot do that. Okay. So then can you remove all of the medical? Sure. So the VIP Classic is the medical plan that you have. Are you wanting to cancel the Virtual Primary Care as well? Yes. Okay. The only thing that I wanna leave is, like, the life insurance, um, the vision, and the dental. Okay. So cancel everything except the term life, vision and dental? Yes. What else was on there again? Free RX, which is like a prescription plan. Um... All right, let's see. Give me one second. I'm getting all confused over here. Let's see, we're gonna keep dental, term life and vision, taking off medical, taking off the f- virtual primary care. So again, you have the Free RX, which is the, uh, prescription plan. You have, uh, dental of course, short-term disability, term life, vision, critical illness, group accident, uh, behavioral health and ID experts. Okay. So you can leave the short-term disability. What was the accident one or something? Group accident, that's basically a policy to help pay the expenses due to an accident. So it pays like a set dollar amount towards ambulance, medical imaging, hospital admission, emergency room. Okay. So you can leave that and leave the short-term disability, leave the

life insurance and leave the vision and dental? All right. So... do-do-do. Were you wanting to keep the Free RX? No. No. Okay. So just dental, term life and vision. And I'm sorry, you said group accident as well. Yes. Right? And, and short-term disability. Okay. All right. Just to make sure I got everything right, dental, term life, vision and group accident, of course that's at the employee plus family level, and then the short-term disability for employee only. Right. Okay. So it brings down your weekly deduction to \$31.31. Okay. Now with any type of cancellation or change to your enrollment, um, it takes about one to two weeks to be processed through payroll. So there's still a possibility that you're gonna see the deductions for everything that you've originally been enrolled into. If you do see those deductions for like the medical or, uh, the other policies we're canceling, it will provide coverage for the, the week that you see that deduction for until the cancellation has been processed through payroll. Okay. Uh, was there anything else you might need help with? Um, no, I think that that's it. And then you have those ones that we're keeping for everyone, right? I mean, with the exception of the short-term disability, which only qualifies for me. Yes. The group accident, dental, term life and vision is for employee plus family. And then the short-term disability is for employee only. Awesome. Thank you so much. You're welcome. Did you need help with anything else? No, that's it. All righty. You have a wonderful day. Take care. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This, this is Adria. How can I help you?

Speaker speaker_1: Hi, I was calling to verify and see who our provider was, and when services were expected to start, if they, um, or if they are.

Speaker speaker_0: Okay. What's the, um, name of the agency you work for?

Speaker speaker_1: Um... mm.

Speaker speaker_0: Like the temp agency?

Speaker speaker_1: Yes. BG.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 8567.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Tiara Cannon.

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

Speaker speaker_1: Yeah. 31790. 20235 Keith Harrow Boulevard, Apartment 812.

Speaker speaker_0: And that's in Katy, Texas, 77449?

Speaker speaker_1: Yeah.

Speaker speaker_0: Phone number 414-218-6043.

Speaker speaker_1: Yeah.

Speaker speaker_0: Email is tc08c@yahoo.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so it looks like your coverage just became active this Monday. So, um, it typically takes about seven to 10 business days once the coverage becomes active, to get your ID card.

Speaker speaker_1: Can you verify what all is, um, is on there? And if I wanted to take some of the coverage off, how do I do that?

Speaker speaker_0: You just do it with us over the phone. Um, so it looks like you're enrolled into Free RX. Uh, you're also enrolled into Virtual Primary Care, uh, Dental, Short-Term Disability, Term Life, Vision, uh, Critical Illness, Group Accident, Behavioral Health, the ID Experts, and then the VIP Classic Medical Plan.

Speaker speaker_1: Um, am I able to remove... Am I able to... to take off myself and my two children, but still leave my spouse insured?

Speaker speaker_0: Uh, no, you would have to be insured.

Speaker speaker_1: For everything, or...

Speaker speaker_0: Yeah. Because the only, the only reason why you're getting these benefits is because you're an employee of BGS. So you, the employee-

Speaker speaker_1: Right.

Speaker speaker_0: ... would have to be on the policies-

Speaker speaker_1: But I wanted to keep... Yeah. So I wanted to keep the life insurance and a couple of the other ones, but I have insurance through the marketplace, and so I can't have the medical benefit through you guys. But because this is a temp job, I thought that I could, so I need to cancel it. So is that-

Speaker speaker_0: Okay. If you just wanna take off the medical, that's fine.

Speaker speaker_1: Yes. I would like to take the medical off for me and my two children, but I wanted to know if I could still leave my spouse covered under the medical.

Speaker speaker_0: We cannot do that.

Speaker speaker_1: Okay. So then can you remove all of the medical?

Speaker speaker_0: Sure. So the VIP Classic is the medical plan that you have. Are you wanting to cancel the Virtual Primary Care as well?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay.

Speaker speaker_1: The only thing that I wanna leave is, like, the life insurance, um, the vision, and the dental.

Speaker speaker_0: Okay. So cancel everything except the term life, vision and dental?

Speaker speaker_1: Yes. What else was on there again?

Speaker speaker_0: Free RX, which is like a prescription plan. Um... All right, let's see. Give me one second. I'm getting all confused over here. Let's see, we're gonna keep dental, term life and vision, taking off medical, taking off the f- virtual primary care. So again, you have the Free RX, which is the, uh, prescription plan. You have, uh, dental of course, short-term disability, term life, vision, critical illness, group accident, uh, behavioral health and ID experts.

Speaker speaker_1: Okay. So you can leave the short-term disability. What was the accident one or something?

Speaker speaker_0: Group accident, that's basically a policy to help pay the expenses due to an accident. So it pays like a set dollar amount towards ambulance, medical imaging, hospital admission, emergency room.

Speaker speaker_1: Okay. So you can leave that and leave the short-term disability, leave the life insurance and leave the vision and dental?

Speaker speaker_0: All right. So... do-do-do. Were you wanting to keep the Free RX?

Speaker speaker_1: No.

Speaker speaker_0: No. Okay. So just dental, term life and vision. And I'm sorry, you said group accident as well.

Speaker speaker_1: Yes.

Speaker speaker_0: Right?

Speaker speaker_1: And, and short-term disability.

Speaker speaker_0: Okay. All right. Just to make sure I got everything right, dental, term life, vision and group accident, of course that's at the employee plus family level, and then the short-term disability for employee only.

Speaker speaker_1: Right.

Speaker speaker_0: Okay. So it brings down your weekly deduction to \$31.31.

Speaker speaker_1: Okay.

Speaker speaker_0: Now with any type of cancellation or change to your enrollment, um, it takes about one to two weeks to be processed through payroll. So there's still a possibility that you're gonna see the deductions for everything that you've originally been enrolled into. If you do see those deductions for like the medical or, uh, the other policies we're canceling, it will provide coverage for the, the week that you see that deduction for until the cancellation has been processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, was there anything else you might need help with?

Speaker speaker_1: Um, no, I think that that's it. And then you have those ones that we're keeping for everyone, right? I mean, with the exception of the short-term disability, which only qualifies for me.

Speaker speaker_0: Yes. The group accident, dental, term life and vision is for employee plus family. And then the short-term disability is for employee only.

Speaker speaker_1: Awesome. Thank you so much.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Take care.

Speaker speaker_0: Thank you. Bye-bye.