

Transcript: VICTORIA

Taylor-5326383506702336-6018883196207104

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I was, uh, sent a text message to call y'all and pick out my insurance. Okay. What's the name of the agency you work for? EMI Staffing, TIP Staff. Okay. Uh, do you mind, uh, what's the last four of your social as well? 0924. And your first and last name? Diana Switzer. And then if you will verify your address and date of birth. 75 Switzer Road, Grenada, Mississippi 38901. October the 28th, 1990. And then phone number is gonna be 662-22-229-5323? Yes, ma'am. And then email is diamandz067@gmail.com. Um, it is dianawelch23@gmail.com. Okay, so Diana is spelled like your first name and then Welch? 23. 23. At gmail.com. Okay. And is Welch W-E-L-C-H? Yes, ma'am. Let me, let me make sure I just gave you the right email. I'll think again. Okay. Yes, dianawelch23@gmail.com. Okay. Let me just a few seconds if you will. All right. So it looks like your personal open enrollment period actually just ended over the weekend. You only had until the 26th of April to get enrolled. Okay. Well, I just got the text message today. Okay. I see what's going on. Yeah, te- technically your employer is in a open enrollment period up until the 1st of May. So we can still get you enrolled according to the open enrollment period but that would end this Thursday. Um, do you know what's being offered or what you might wanna enroll into specifically? Uh, dental. Okay. You just want dental or are you wanting that for yourself? Myself. Okay. Was there anything else? Nope. That's it. Okay. Um, so the dental for employee only, it looks like it would be \$5.40 a week. Uh- What all does it cover? So it's a very basic dental plan. Um, it's not gonna cover any major dental work like crowns or, or, uh, orthodontists unfortunately. Let me pull it up though. Give me one second. Will it pay to have teeth pulled out? Yes. So it covers your preventative dental work at 100% and then basic dental work like fillings and extractions at 80% once you meet the \$50 deductible. All right. How soon can I use it? So from here, it would take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction being made out of your check, coverage will start the following Monday. All right. All right. So I could go to any dentist and have my teeth pulled out? So with the dental plan you are gonna have to stay within the network. So once the coverage becomes active, there is a phone number that you can call or a website that you can go onto to find a provider in the network. But yes, once the coverage is active technically you can use it right away. Now I would suggest waiting until you get your ID cards just to kind of avoid any issues you might have with getting, like, the policy information. Okay. But, um, yeah that's pretty much how it works. All right. Well, okay. All right. Well, I will go ahead and process the enrollment on my end. Like I said, from here it's gonna take about one to two weeks before you see that first payroll deduction being made. Once you do see it being deducted from your check, the coverage will start the following Monday. And then once it's active your ID card is made and sent to you within seven to ten business days. All righty. Did

you need help with anything else? No, I'm all set. Thank you. All righty. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. I was, uh, sent a text message to call y'all and pick out my insurance.

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

Speaker speaker_1: EMI Staffing, TIP Staff.

Speaker speaker_0: Okay. Uh, do you mind, uh, what's the last four of your social as well?

Speaker speaker_1: 0924.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Diana Switzer.

Speaker speaker_0: And then if you will verify your address and date of birth.

Speaker speaker_1: 75 Switzer Road, Grenada, Mississippi 38901. October the 28th, 1990.

Speaker speaker_0: And then phone number is gonna be 662-22-229-5323?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is diamandz067@gmail.com.

Speaker speaker_1: Um, it is dianawelch23@gmail.com.

Speaker speaker_0: Okay, so Diana is spelled like your first name and then Welch?

Speaker speaker_1: 23.

Speaker speaker_0: 23.

Speaker speaker_1: At gmail.com.

Speaker speaker_0: Okay. And is Welch W-E-L-C-H?

Speaker speaker_1: Yes, ma'am. Let me, let me make sure I just gave you the right email. I'll think again.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, dianawelch23@gmail.com.

Speaker speaker_0: Okay. Let me just a few seconds if you will.

Speaker speaker_1: All right.

Speaker speaker_0: So it looks like your personal open enrollment period actually just ended over the weekend. You only had until the 26th of April to get enrolled.

Speaker speaker_1: Okay. Well, I just got the text message today.

Speaker speaker_0: Okay. I see what's going on. Yeah, te- technically your employer is in a open enrollment period up until the 1st of May. So we can still get you enrolled according to the open enrollment period but that would end this Thursday. Um, do you know what's being offered or what you might wanna enroll into specifically?

Speaker speaker_1: Uh, dental.

Speaker speaker_0: Okay. You just want dental or are you wanting that for yourself?

Speaker speaker_1: Myself.

Speaker speaker_0: Okay. Was there anything else?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: Okay. Um, so the dental for employee only, it looks like it would be \$5.40 a week. Uh-

Speaker speaker_1: What all does it cover?

Speaker speaker_0: So it's a very basic dental plan. Um, it's not gonna cover any major dental work like crowns or, or, uh, orthodontists unfortunately. Let me pull it up though. Give me one second.

Speaker speaker_1: Will it pay to have teeth pulled out?

Speaker speaker_0: Yes. So it covers your preventative dental work at 100% and then basic dental work like fillings and extractions at 80% once you meet the \$50 deductible.

Speaker speaker_1: All right. How soon can I use it?

Speaker speaker_0: So from here, it would take about one to two weeks for the enrollment to be processed through your payroll department. Once you see that first payroll deduction being made out of your check, coverage will start the following Monday.

Speaker speaker_1: All right. All right. So I could go to any dentist and have my teeth pulled out?

Speaker speaker_0: So with the dental plan you are gonna have to stay within the network. So once the coverage becomes active, there is a phone number that you can call or a website that you can go onto to find a provider in the network. But yes, once the coverage is active technically you can use it right away. Now I would suggest waiting until you get your ID cards just to kind of avoid any issues you might have with getting, like, the policy information.

Speaker speaker_1: Okay.

Speaker speaker_0: But, um, yeah that's pretty much how it works.

Speaker speaker_1: All right. Well, okay.

Speaker speaker_0: All right. Well, I will go ahead and process the enrollment on my end. Like I said, from here it's gonna take about one to two weeks before you see that first payroll deduction being made. Once you do see it being deducted from your check, the coverage will start the following Monday. And then once it's active your ID card is made and sent to you within seven to ten business days.

Speaker speaker_1: All righty.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: No, I'm all set. Thank you.

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