

Transcript: VICTORIA

Taylor-5798041459572736-5691824166879232

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? Hi. I would like to enroll in coverages. Okay. Um, let's see. What's the name of the agency you work for? Home Care Builders. And the last four of your Social? 3853. And your first and last name? Asia, A-S-I-A. William, W-I-L-L-I-A-M. Okay. Do you mind verifying your address and date of birth? Yes. Uh, date of birth is 07/14/1995. Um, address, 4802 Daisy Street, Apartment 1, Oakland, California 94619. And then phone number, 341-666-1695? Yes. And email is asiamarie.william@yahoo.com? Yes. Okay. Uh, do you know what you're wanting to enroll into? Well, actually, um, can you change the email to the Gmail? It's the same, uh, it's just Gmail instead of Yahoo. Sure. Do you know what plans you're wanting to enroll into? Yes. Okay. Okay, so I don't want the medical plan. Um, I don't want the, the free Rx. Um, I do want the dental for employees only. Okay, so you're just wanting dental for employee only? Yes. And then, um, I do want the disability for employee only. Okay. And also, um, I want the term life, and this one I want for employee and children. Okay, so unfortunately if you're gonna do... So, the coverage level has to be the same for all policies, so you either have to do all policies for employee only, or all policies for employee plus child. Oh, that's why it wasn't working for me online. Yeah. Okay. 'Cause I did not understand what was happening, but that explains it. Okay. Um, I'll just do for employee only. Okay. And let me just repeat. So I got dental, short-term disability, and term life for employee only? Uh, yes and then also, um, decline the vision. Um, I also want employee only critical illnesses. Okay. And also, um, group acce- uh, accident, employee only. Okay. And, um, decline the MEC enhanced. Um, and I also wanted to do the behavioral health employee only. Okay. And then, um, decline the ID experts. Okay, so you're only enrolling into dental, short-term disability, term life, critical illness, group accident and the behavioral health for employee only? Yes. Okay. So total would come out to \$17.15 a week. Okay, that's fine. And then who did you want to name as the beneficiary for the term life? Um, that's like if something happens it goes to them? Yes, ma'am, mm-hmm. Uh, my daughter. Uh, her name is Akyra, A-K-Y-R-A, and then last name is Beck, B-E-C-K. All righty. So it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday. And then, uh, once the coverage is active the ID cards are made and sent to you within seven to ten business days. Okay. And then also when is the enrollment period? For the company? Um, well just for the... 'Cause I know that I just started, so it was within the first 30 days. But after that, um, do you have to keep enrolling every week, or is that... I mean every year, or is that something I ask the company? So they do have a open enrollment period every year, it looks like during the December timeframe, but you're in your personal open enrollment period up until, um, it looks like the 1st of December. Okay. Yeah. Just keep in mind, um, you know,

we are closed on weekends, so technically if you're wanting to make any changes or add onto the enrollment, you have until the 29th of November to do so. Okay. Mm-hmm. Yes. Thank you so much. That was all I needed. All righty. You have a wonderful day. You too. Bye-bye. Thank you. 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: Hi. I would like to enroll in coverages.

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

Speaker speaker_2: Home Care Builders.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3853.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Asia, A-S-I-A. William, W-I-L-L-I-A-M.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. Uh, date of birth is 07/14/1995. Um, address, 4802 Daisy Street, Apartment 1, Oakland, California 94619.

Speaker speaker_1: And then phone number, 341-666-1695?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is asiamarie.william@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, do you know what you're wanting to enroll into?

Speaker speaker_2: Well, actually, um, can you change the email to the Gmail? It's the same, uh, it's just Gmail instead of Yahoo.

Speaker speaker_1: Sure. Do you know what plans you're wanting to enroll into?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Okay, so I don't want the medical plan. Um, I don't want the, the free Rx. Um, I do want the dental for employees only.

Speaker speaker_1: Okay, so you're just wanting dental for employee only?

Speaker speaker_2: Yes. And then, um, I do want the disability for employee only.

Speaker speaker_1: Okay.

Speaker speaker_2: And also, um, I want the term life, and this one I want for employee and children.

Speaker speaker_1: Okay, so unfortunately if you're gonna do... So, the coverage level has to be the same for all policies, so you either have to do all policies for employee only, or all policies for employee plus child.

Speaker speaker_2: Oh, that's why it wasn't working for me online.

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay. 'Cause I did not understand what was happening, but that explains it. Okay. Um, I'll just do for employee only.

Speaker speaker_1: Okay. And let me just repeat. So I got dental, short-term disability, and term life for employee only?

Speaker speaker_2: Uh, yes and then also, um, decline the vision. Um, I also want employee only critical illnesses.

Speaker speaker_1: Okay.

Speaker speaker_2: And also, um, group acce- uh, accident, employee only.

Speaker speaker_1: Okay.

Speaker speaker_2: And, um, decline the MEC enhanced. Um, and I also wanted to do the behavioral health employee only.

Speaker speaker_1: Okay.

Speaker speaker_2: And then, um, decline the ID experts.

Speaker speaker_1: Okay, so you're only enrolling into dental, short-term disability, term life, critical illness, group accident and the behavioral health for employee only?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So total would come out to \$17.15 a week.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: And then who did you want to name as the beneficiary for the term life?

Speaker speaker_2: Um, that's like if something happens it goes to them?

Speaker speaker_1: Yes, ma'am, mm-hmm.

Speaker speaker_2: Uh, my daughter. Uh, her name is Akyra, A-K-Y-R-A, and then last name is Beck, B-E-C-K.

Speaker speaker_1: All righty. So it will take about one to two weeks for the enrollment to be processed through your payroll. Once you see that first deduction come out of your check, coverage will start the following Monday. And then, uh, once the coverage is active the ID cards are made and sent to you within seven to ten business days.

Speaker speaker_2: Okay. And then also when is the enrollment period?

Speaker speaker_1: For the company?

Speaker speaker_2: Um, well just for the... 'Cause I know that I just started, so it was within the first 30 days. But after that, um, do you have to keep enrolling every week, or is that... I mean every year, or is that something I ask the company?

Speaker speaker_1: So they do have a open enrollment period every year, it looks like during the December timeframe, but you're in your personal open enrollment period up until, um, it looks like the 1st of December.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. Just keep in mind, um, you know, we are closed on weekends, so technically if you're wanting to make any changes or add onto the enrollment, you have until the 29th of November to do so.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yes. Thank you so much. That was all I needed.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.