

Transcript: VICTORIA

Taylor-5846496797310976-6670168445468672

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? Uh, hey, how you doing? Um, I was calling because, um, my boss, she, um, she sent out messages. You know, I already got, you know, insurance with y'all and stuff. And I was trying to look, I was looking at the family plan, and I was just trying to see what I gotta do or how to go about that, add my two little boys to my insurance. Okay. Um, what's the name of the agency you work for? Uh, I'm with, uh, The Resource. Okay. And the last four of your Social? Uh, two, one, six, four. Gotcha. And your first and last name? Regus Covington. All right. And, uh, do you mind verifying your address and date of birth? Uh, 1573 Thompson Drive, Winston-Salem, North Carolina, two, seven, one, two, seven, and my birthday is March the 16th, 1986. Okay. Uh, phone number three, three, six, nine, eight, six, zero, eight, four, two? Yes. And then email is snoop4649@gmail.com? Yes. Okay. Now are you wanting to add them on to everything that you're enrolled in to? Uh, I wanna say, like, I do, but I wanna really say, like, for, um, they, for, like, they, eye, eye doctor. 'Cause they, um, they got dental and doctors but I wanted to add them to, like, you know, the doctor, like, the, uh, the eye doctor plan. Like... Okay. You know what I'm saying? So you just want to add them on to vision? Yeah, vision. Yes. Okay. So I see you're enrolled into a couple different things. Uh, VIP Classic Medical Plan... Mm-hmm. The, uh, dental, short-term disability, term life, critical illness, group accidents, the MEC, uh, TeleRx Medical Plan and the behavioral health. So all of that we're keeping for employee only, and then... Okay. ... adding them onto the vision, right? Yes. Okay. Um, so it looks like it would bring your deduction to \$53.34 a week. Okay, so that's a week. So what, uh, what they already taken out a week, if you don't mind me asking? What you're currently enrolled into comes out to a total of, uh, \$50.76. Oh, okay, okay. That ain't no problem. That ain't no problem at all. Okay. So yes. Um, I'd, yes, I would like to do that. Gotcha. And then let me get them listed. What is the first child's name? Uh, his name is Kaden Covington. K-A-D-Y-N. All right, and the date of birth? Um, August the 28th, 2014. And then full Social. Oh, okay. Let me see, hold on. Give me a, give me a quick second. Okay. Second. Go through. Get your Social. Wait. Um, it's, uh, 724-47-6239. All right. And then the second child's name? Uh, Juelz Covington. J-U-E-L-Z. Okay, first name is J-U-E-L-Z? Yes. Okay. And then date of birth? September the 28th, 2016. Okay. And then full Social. Uh, 1-8-6... 9, no, 3-7-5-6-6-7. All right. And is that everyone? Huh? Is that, uh, everyone that you wanted to add? Yeah, yeah, yeah. That's the only two. Okay. Gotcha. All right. So it will take about one to two weeks for the changes to be processed through your payroll. Okay. So once you see that deduction, uh, being made out of your check, specifically for vision that reflects employee plus child, the coverage for that will start the following Monday of the first deduction. Okay. And then you should, um... Yeah. So I want, once you see that first deduction for employee plus child on the

vision, the coverage will start the following Monday. Okay. All right. And is, are, they gonna issue me a new card, or I just keep my same cards? Um, to be honest with you, I'm not too sure. I believe... I don't even think on the ID card for your vision that it specifies the coverage level. So I don't- Okay. ... think they're gonna issue a new ID card. It'll just show once you provide that information to them. Okay. Okay. Yeah, once they plug in all the information in their systems it should show th- uh, that the children are listed as dependents. Oh, okay. Mm-hmm. Okay. And that was everything? Yeah, unless you have any other questions or concerns for me. Uh, no, I don't. No, I just wanted to do that. All righty. Well, I went ahead and submitted for that to be changed for you. Um, like I said, just give it about one to two weeks to be processed through payroll. And then, uh, once you see that first deduction for employee plus child being made specifically for the vision, the coverage will start that following Monday. Okay. I appreciate it. Yes, sir. You have a wonderful day. All right. You do the same. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Uh, hey, how you doing? Um, I was calling because, um, my boss, she, um, she sent out messages. You know, I already got, you know, insurance with y'all and stuff. And I was trying to look, I was looking at the family plan, and I was just trying to see what I gotta do or how to go about that, add my two little boys to my insurance.

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

Speaker speaker_1: Uh, I'm with, uh, The Resource.

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

Speaker speaker_1: Uh, two, one, six, four.

Speaker speaker_0: Gotcha. And your first and last name?

Speaker speaker_1: Regus Covington.

Speaker speaker_0: All right. And, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 1573 Thompson Drive, Winston-Salem, North Carolina, two, seven, one, two, seven, and my birthday is March the 16th, 1986.

Speaker speaker_0: Okay. Uh, phone number three, three, six, nine, eight, six, zero, eight, four, two?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is snoop4649@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now are you wanting to add them on to everything that you're enrolled in to?

Speaker speaker_1: Uh, I wanna say, like, I do, but I wanna really say, like, for, um, they, for, like, they, eye, eye doctor. 'Cause they, um, they got dental and doctors but I wanted to add them to, like, you know, the doctor, like, the, uh, the eye doctor plan. Like...

Speaker speaker_0: Okay.

Speaker speaker_1: You know what I'm saying?

Speaker speaker_0: So you just want to add them on to vision?

Speaker speaker_1: Yeah, vision. Yes.

Speaker speaker_0: Okay. So I see you're enrolled into a couple different things. Uh, VIP Classic Medical Plan...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: The, uh, dental, short-term disability, term life, critical illness, group accidents, the MEC, uh, TeleRx Medical Plan and the behavioral health. So all of that we're keeping for employee only, and then...

Speaker speaker_1: Okay.

Speaker speaker_0: ... adding them onto the vision, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so it looks like it would bring your deduction to \$53.34 a week.

Speaker speaker_1: Okay, so that's a week. So what, uh, what they already taken out a week, if you don't mind me asking?

Speaker speaker_0: What you're currently enrolled into comes out to a total of, uh, \$50.76.

Speaker speaker_1: Oh, okay, okay. That ain't no problem. That ain't no problem at all.

Speaker speaker_0: Okay.

Speaker speaker_1: So yes.

Speaker speaker_0: Um.

Speaker speaker_1: I'd, yes, I would like to do that.

Speaker speaker_0: Gotcha. And then let me get them listed. What is the first child's name?

Speaker speaker_1: Uh, his name is Kaden Covington. K-A-D-Y-N.

Speaker speaker_0: All right, and the date of birth?

Speaker speaker_1: Um, August the 28th, 2014.

Speaker speaker_0: And then full Social.

Speaker speaker_1: Oh, okay. Let me see, hold on. Give me a, give me a quick second.

Speaker speaker_0: Okay.

Speaker speaker_1: Second. Go through. Get your Social. Wait. Um, it's, uh, 724-47-6239.

Speaker speaker_0: All right. And then the second child's name?

Speaker speaker_1: Uh, Juelz Covington. J-U-E-L-Z.

Speaker speaker_0: Okay, first name is J-U-E-L-Z?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then date of birth?

Speaker speaker_1: September the 28th, 2016.

Speaker speaker_0: Okay. And then full Social.

Speaker speaker_1: Uh, 1-8-6... 9, no, 3-7-5-6-6-7.

Speaker speaker_0: All righty. And is that everyone?

Speaker speaker_1: Huh?

Speaker speaker_0: Is that, uh, everyone that you wanted to add?

Speaker speaker_1: Yeah, yeah, yeah. That's the only two.

Speaker speaker_0: Okay. Gotcha. All right. So it will take about one to two weeks for the changes to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So once you see that deduction, uh, being made out of your check, specifically for vision that reflects employee plus child, the coverage for that will start the following Monday of the first deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: And then you should, um... Yeah. So I want, once you see that first deduction for employee plus child on the vision, the coverage will start the following Monday.

Speaker speaker_1: Okay. All right. And is, are, they gonna issue me a new card, or I just keep my same cards?

Speaker speaker_0: Um, to be honest with you, I'm not too sure. I believe... I don't even think on the ID card for your vision that it specifies the coverage level. So I don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... think they're gonna issue a new ID card. It'll just show once you provide that information to them.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Yeah, once they plug in all the information in their systems it should show th- uh, that the children are listed as dependents.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. And that was everything?

Speaker speaker_0: Yeah, unless you have any other questions or concerns for me.

Speaker speaker_1: Uh, no, I don't. No, I just wanted to do that.

Speaker speaker_0: All righty. Well, I went ahead and submitted for that to be changed for you. Um, like I said, just give it about one to two weeks to be processed through payroll. And then, uh, once you see that first deduction for employee plus child being made specifically for the vision, the coverage will start that following Monday.

Speaker speaker_1: Okay. I appreciate it.

Speaker speaker_0: Yes, sir. You have a wonderful day.

Speaker speaker_1: All right. You do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.