

Transcript: VICTORIA

Taylor-6001518488109056-5796941948043264

Full Transcript

Thank you for calling Benefits ... Yes, um, I had received a text, um, saying that I need-- I can get my benefits reinstated. Okay. Uh, what's the name of the agency you work for? OnTrack. All right. And the last four of your social? 6083. And your first and last name? Kendra Nolan. Okay. Do you mind verifying your address and date of birth? It's 195 Redwood Lane, Shorter, Alabama, 36075. And what w- What else did you say? I'm sorry. Uh, your date of birth? 12/14/81. All right. And then phone number is 334-782-8004? Yes. Okay. Give me one second. Mm-hmm. All right. So, with reinstatements... Mm. ... you have to have the same exact policies that you had previously for the same exact coverage level. So, like, if you had employee plus children, or a child- That's fine. ... you would have to keep it for employee plus children. Okay, that's fine. So, um, I would not be able to take off anything or make any changes. It, it has to be the exact same. Mm-hmm. So, is that what you're wanting to do? Yes. Okay. So, it looks like previously you had the FreeRx for employee plus children, dental, short-term disability, vision and the VIP standard, which comes out to a total of \$52.73 a week. Mm-hmm. Um, so what would happen from here is it would take about one to two weeks for the enrollment to be processed through payroll. Once you see that first deduction of \$52.73 being taken out of your check, the coverage will start the following Monday. Um, and I believe, 'cause you recently had the coverage about, like, two... back in November, I don't think you would get new ID cards. It would just be the same ID cards that you have. Okay. Um, so did you want me to go ahead and reinstate that? Yes. Okay. And then just to make sure, the dependent is Jamiah Brown, date of birth August the 3rd, 2003? Yes. All righty. So I will go ahead and reinstate it on my end. Was there anything else you might need help with? No. All right. You're good to go. You have a wonderful day. You too. B- Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ...

Speaker speaker_1: Yes, um, I had received a text, um, saying that I need-- I can get my benefits reinstated.

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

Speaker speaker_1: OnTrack.

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

Speaker speaker_1: 6083.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kendra Nolan.

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

Speaker speaker_1: It's 195 Redwood Lane, Shorter, Alabama, 36075. And what w- What else did you say? I'm sorry.

Speaker speaker_0: Uh, your date of birth?

Speaker speaker_1: 12/14/81.

Speaker speaker_0: All right. And then phone number is 334-782-8004?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So, with reinstatements...

Speaker speaker_1: Mm.

Speaker speaker_0: ... you have to have the same exact policies that you had previously for the same exact coverage level. So, like, if you had employee plus children, or a child-

Speaker speaker_1: That's fine.

Speaker speaker_0: ... you would have to keep it for employee plus children.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: So, um, I would not be able to take off anything or make any changes. It, it has to be the exact same.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So, is that what you're wanting to do?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, it looks like previously you had the FreeRx for employee plus children, dental, short-term disability, vision and the VIP standard, which comes out to a total of \$52.73 a week.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, so what would happen from here is it would take about one to two weeks for the enrollment to be processed through payroll. Once you see that first deduction of \$52.73 being taken out of your check, the coverage will start the following Monday. Um, and I believe, 'cause you recently had the coverage about, like, two... back in November, I don't think you would get new ID cards. It would just be the same ID cards that you have.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so did you want me to go ahead and reinstate that?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then just to make sure, the dependent is Jamiah Brown, date of birth August the 3rd, 2003?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So I will go ahead and reinstate it on my end. Was there anything else you might need help with?

Speaker speaker_1: No.

Speaker speaker_0: All right. You're good to go. You have a wonderful day.

Speaker speaker_1: You too. B- Bye-bye.