

Transcript: VICTORIA

Taylor-6073332726185984-5437101650690048

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 want to pay for my, uh, benefits. Okay. Uh, what's the name of the agency you work for? MAU. And the last four of your social? One, two, three, six. And, uh, your first and last name? Shaniqua Johnson. Okay. Do you mind verifying your address and date of birth? 240 Argue Circle, Atlanta, Georgia, 30331. September 6th, 1989. And then phone number 404-839-9822? Yes. Okay. And then email is gonna be D-E-L-I-S-E 0-9-0-6 at gmail.com? Yes. Okay. All right. So, it looks like, uh, y- this week you're wanting to make a direct payment for? When does it become inactive? I'm sorry? When does it... Like, how does that work? When does it become inactive? Yeah. So, um, once you make a payment for it, it instantly becomes active for the week. Oh. Okay. So, when is the... When does it stop when you pay it is what I'm... Okay. So, when does- Um, so- Yeah. You, you pay for the coverage w- uh, week by week. So, it starts on that Monday and then ends on the Sunday. Oh, it ends on Sunday? Ah. Okay. So, it ended yesterday. I mean, it ended Sunday. Okay. Yes. As of right now, the last active, uh, date of coverage was on December 15th. Okay. All right. Um, can I go ahead and pay for it? Yeah. Um, so for this week, it would be \$58.56. All right. And when is the 15th? The name on the card, um, is it just your first and last name? Yes. Okay. And would the billing address be the same address we have on file? Mm-hmm. I'm sorry, the phone's breaking up. Did you say yes? Yes. Okay. Gotcha. All right. And then what is the card number? 4013... 6406... 4004... 9714. And then the CVC? 083. And then the expiration date? May 2028. All righty, so it went through. You should get a receipt sent to your email. And that makes this week active as of yesterday, the 16th, up until the 22nd, which is this upcoming Sunday. Okay. And then it looks like you'll have one more week, which is gonna be next- Yes. ... week, where you can make- Yes. ... a direct payment. Mm-hmm. Um, are you, like, off in an assignment currently? Yeah. I don't know. I've applied for some more stuff, but they don't have anything that I could do. So, hopefully after this call... find a new job through social so I can make sure I keep insurance, 'cause they're gonna need insurance if they like, they change. Okay. So, I was just gonna kind of explain, um, how it works whenever you're off in an assignment. So, we do give you four weeks, um, from your last paycheck where you can call in and make a direct payment. Then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it until you return on an assignment. So at that point- So, would I still call you guys? I'm sorry? Would I still call you guys or how would I do that? No. So, when it rolls over to COBRA, you would have to contact COBRA to continue the benefits if you're still off in employment. Um, so you- So, would I have to, like, apply with them, or it just rolls... Like, how does that work? Yeah. So again, it will roll... Any plans that are eligible for COBRA will roll over to COBRA. Then you have to contact

them, and they can let you know the pricing of the plans as well as how you can continue it with them. Oh. Okay. Yeah. So, it looks like next week will be the fourth week where you've made a direct payment. Yes. So, the week of the 30th is when the plans will roll over to COBRA. Okay. Yeah. And you can always call us and we can provide you the phone number, uh, for COBRA. Yeah. Yeah. I will probably do that, then. All righty. Uh, I heard it's much pricier and probably better off just getting another insurance, but yeah. Yeah. To be honest, I'm not too sure about the pricing on that. It... I mean, from what I know about COBRA, it's supposed to be similar to what you have with us- Mm-hmm. But the pricing can vary. I'm just not- Because I heard- ... too sure about that. I heard it was much higher, but I'll just wait and, um, I'll just see. Okay. Um, did you need help with anything else? No, ma'am. Thank you. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-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 want to pay for my, uh, benefits.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: One, two, three, six.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Shaniqua Johnson.

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

Speaker speaker_2: 240 Argue Circle, Atlanta, Georgia, 30331. September 6th, 1989.

Speaker speaker_1: And then phone number 404-839-9822?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is gonna be D-E-L-I-S-E 0-9-0-6 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right. So, it looks like, uh, y- this week you're wanting to make a direct payment for?

Speaker speaker_2: When does it become inactive?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: When does it... Like, how does that work? When does it become inactive?

Speaker speaker_1: Yeah. So, um, once you make a payment for it, it instantly becomes active for the week.

Speaker speaker_2: Oh. Okay. So, when is the... When does it stop when you pay it is what I'm...

Speaker speaker_1: Okay.

Speaker speaker_2: So, when does-

Speaker speaker_1: Um, so-

Speaker speaker_2: Yeah.

Speaker speaker_1: You, you pay for the coverage w- uh, week by week. So, it starts on that Monday and then ends on the Sunday.

Speaker speaker_2: Oh, it ends on Sunday? Ah. Okay. So, it ended yesterday. I mean, it ended Sunday. Okay.

Speaker speaker_1: Yes. As of right now, the last active, uh, date of coverage was on December 15th.

Speaker speaker_2: Okay. All right. Um, can I go ahead and pay for it?

Speaker speaker_1: Yeah. Um, so for this week, it would be \$58.56.

Speaker speaker_2: All right. And when is the 15th?

Speaker speaker_1: The name on the card, um, is it just your first and last name?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And would the billing address be the same address we have on file?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm sorry, the phone's breaking up. Did you say yes?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Gotcha. All right. And then what is the card number?

Speaker speaker_2: 4013... 6406... 4004... 9714.

Speaker speaker_1: And then the CVC?

Speaker speaker_2: 083.

Speaker speaker_1: And then the expiration date?

Speaker speaker_2: May 2028.

Speaker speaker_1: All righty, so it went through. You should get a receipt sent to your email. And that makes this week active as of yesterday, the 16th, up until the 22nd, which is this upcoming Sunday.

Speaker speaker_2: Okay.

Speaker speaker_1: And then it looks like you'll have one more week, which is gonna be next-

Speaker speaker_2: Yes.

Speaker speaker_1: ... week, where you can make-

Speaker speaker_2: Yes.

Speaker speaker_1: ... a direct payment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, are you, like, off in an assignment currently?

Speaker speaker_2: Yeah. I don't know. I've applied for some more stuff, but they don't have anything that I could do. So, hopefully after this call... find a new job through social so I can make sure I keep insurance, 'cause they're gonna need insurance if they like, they change.

Speaker speaker_1: Okay. So, I was just gonna kind of explain, um, how it works whenever you're off in an assignment. So, we do give you four weeks, um, from your last paycheck where you can call in and make a direct payment. Then on the fifth week of not receiving a payroll deduction, any plans that are eligible for COBRA will roll over to COBRA and that's the only way to continue it until you return on an assignment. So at that point-

Speaker speaker_2: So, would I still call you guys?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Would I still call you guys or how would I do that?

Speaker speaker_1: No. So, when it rolls over to COBRA, you would have to contact COBRA to continue the benefits if you're still off in employment. Um, so you-

Speaker speaker_2: So, would I have to, like, apply with them, or it just rolls... Like, how does that work?

Speaker speaker_1: Yeah. So again, it will roll... Any plans that are eligible for COBRA will roll over to COBRA. Then you have to contact them, and they can let you know the pricing of the plans as well as how you can continue it with them.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Yeah. So, it looks like next week will be the fourth week where you've made a direct payment.

Speaker speaker_2: Yes.

Speaker speaker_1: So, the week of the 30th is when the plans will roll over to COBRA.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah. And you can always call us and we can provide you the phone number, uh, for COBRA.

Speaker speaker_2: Yeah. Yeah. I will probably do that, then.

Speaker speaker_1: All righty.

Speaker speaker_2: Uh, I heard it's much pricier and probably better off just getting another insurance, but yeah.

Speaker speaker_1: Yeah. To be honest, I'm not too sure about the pricing on that. It... I mean, from what I know about COBRA, it's supposed to be similar to what you have with us-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But the pricing can vary. I'm just not-

Speaker speaker_2: Because I heard-

Speaker speaker_1: ... too sure about that.

Speaker speaker_2: I heard it was much higher, but I'll just wait and, um, I'll just see.

Speaker speaker_1: Okay. Um, did you need help with anything else?

Speaker speaker_2: No, ma'am. Thank you.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.