

Transcript: VICTORIA

Taylor-6339770462453760-5521952988938240

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? Um, yes. I was told by medical to, um, sign up. Okay. Um, what's the last four of your social? 2880. And your first and last name? Maurice Sims, S-I-M-S. All righty. Do you mind verifying your address and date of birth? 1002 Brentwood Drive, Kinston, North Carolina, 28501. Uh, date of birth, November 8th, 1973. And then phone number 919-606-9247? Yes, ma'am. Email's gonna be first name.d.sims@gmail.com? Yes, ma'am. Okay. So, I do see you're pending, uh, for enrollment on a couple things. The Insure Plus Basics, Dental, Short-Term Disability, Term Life, Vision, Critical Illness, Group Accident, the MEC TelRx, and the Behavioral Health for just yourself. Hmm. So what are- Is that everything that you're wanting? Ma'am? Is that everything that you're wanting? Or are you wanting to make changes to that? Um, really, I don't... I was just told to contact for a benefit card. Yeah. So, what I'm saying is that you're in a pending status for enrollment, so it looks like you already signed up for the coverage, so it's pending. Oh, okay. Yes, that's what I was- Um, so typically... Uh, it typically takes about one to two weeks for the enrollment to be processed through payroll. Okay. So, once you see your first payroll deduction, the coverage will start the following Monday. And then once the coverage is active, that's when the ID cards are made and sent to you. Um, the dental, vision and the MEC TelRx ID card is gonna be mailed, but you are also gonna get a ID card for the Insure Plus medical plan which is typically emailed to you. Okay. That'll work. And just to let- Just to let you know as well, it looks like for everything that you selected to enroll into, it comes out to a total of \$47.74 a week. Okay. That'll work. Was there anything else you'd like help with? Uh, not that I know of, because I, I don't have the paper in front of me when I was doing this all. I don't know, I don't know what's left. You don't know what? I said I don't have the paper in front of me when I was filling out, uh, the things that, uh, that I can have, but I'm good..... though. Okay. Um, I don't know if you have it or not. Do you have a copy of the benefits guide? No, I haven't received it yet. Okay. I will email you a copy of that. That goes over pretty much all of the plans that are offered. Um, that way you can look over that, um, and then if you have any questions from there, I guess you can give us a call back. Okay. That'll work. I'll definitely do that. Okay. I will send that to your email. And like I said, you are pending for enrollment, so I would just keep an eye on your pay stub for the next week or two. And then once you see the deduction being made, the coverage will start the following Monday. All right. Okay. All righty. Well, you have a wonderful day. All right. You too. You have a blessed weekend. You too. 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: Um, yes. I was told by medical to, um, sign up.

Speaker speaker_1: Okay. Um, what's the last four of your social?

Speaker speaker_2: 2880.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Maurice Sims, S-I-M-S.

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

Speaker speaker_2: 1002 Brentwood Drive, Kinston, North Carolina, 28501. Uh, date of birth, November 8th, 1973.

Speaker speaker_1: And then phone number 919-606-9247?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Email's gonna be first name.d.sims@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So, I do see you're pending, uh, for enrollment on a couple things. The Insure Plus Basics, Dental, Short-Term Disability, Term Life, Vision, Critical Illness, Group Accident, the MEC TelRx, and the Behavioral Health for just yourself.

Speaker speaker_2: Hmm. So what are-

Speaker speaker_1: Is that everything that you're wanting?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Is that everything that you're wanting? Or are you wanting to make changes to that?

Speaker speaker_2: Um, really, I don't... I was just told to contact for a benefit card.

Speaker speaker_1: Yeah. So, what I'm saying is that you're in a pending status for enrollment, so it looks like you already signed up for the coverage, so it's pending.

Speaker speaker_2: Oh, okay. Yes, that's what I was-

Speaker speaker_1: Um, so typically... Uh, it typically takes about one to two weeks for the enrollment to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, once you see your first payroll deduction, the coverage will start the following Monday. And then once the coverage is active, that's when the ID cards are made

and sent to you. Um, the dental, vision and the MEC TelRx ID card is gonna be mailed, but you are also gonna get a ID card for the Insure Plus medical plan which is typically emailed to you.

Speaker speaker_2: Okay. That'll work.

Speaker speaker_1: And just to let- Just to let you know as well, it looks like for everything that you selected to enroll into, it comes out to a total of \$47.74 a week.

Speaker speaker_2: Okay. That'll work.

Speaker speaker_1: Was there anything else you'd like help with?

Speaker speaker_2: Uh, not that I know of, because I, I don't have the paper in front of me when I was doing this all. I don't know, I don't know what's left.

Speaker speaker_1: You don't know what?

Speaker speaker_2: I said I don't have the paper in front of me when I was filling out, uh, the things that, uh, that I can have, but I'm good..... though.

Speaker speaker_1: Okay. Um, I don't know if you have it or not. Do you have a copy of the benefits guide?

Speaker speaker_2: No, I haven't received it yet.

Speaker speaker_1: Okay. I will email you a copy of that. That goes over pretty much all of the plans that are offered. Um, that way you can look over that, um, and then if you have any questions from there, I guess you can give us a call back.

Speaker speaker_2: Okay. That'll work. I'll definitely do that.

Speaker speaker_1: Okay. I will send that to your email. And like I said, you are pending for enrollment, so I would just keep an eye on your pay stub for the next week or two. And then once you see the deduction being made, the coverage will start the following Monday.

Speaker speaker_2: All right. Okay.

Speaker speaker_1: All righty. Well, you have a wonderful day.

Speaker speaker_2: All right. You too. You have a blessed weekend.

Speaker speaker_1: You too. Bye-bye.