

Transcript: VICTORIA

Taylor-6359382083813376-4733813516713984

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Uh, my name is Christopher Conwell. I've been with American Staff Corps for, oh, about a month now. I've been working at Flame Co through them. Uh, I got the text about the, the benefits and whatnot. I was just wondering what's it, what's all, what's it all about? Okay. Um, so this is like for medical insurance that they're offering. Are you, do you have a copy of like the, uh, benefits guide? I do not. All I got was the text. Oh, okay. Um, and you said it's American Staff Corp that you're with? Yes, ma'am. Okay. Let me pull up their benefits so I can send you a copy. Do you have a good email address? Yes, ma'am. All right. It's all lowercase. It's chrisaconwell@gmail.com. And Conwell is C-O-N-W-E-L-L. Okay, gotcha. Give me just a few seconds. Alrighty, so that should be coming to your email here in a few seconds. Okay. Um, but yeah, there's a couple different medical plans to choose from. Okay. Um, and then there's also things like, uh, short-term disability, critical illness, uh, dental, like a group accident policy, vision, term life. Um, yeah, so those are the different benefits. So the benefits guide is gonna basically lay out all the plans, what they cover and how much they cost. Okay. Uh, does it cover therapy? Because I do have a therapist. Um... Let's see. Now that, unfortunately, I don't know, 'cause we're just your administrators. So like we can get you enrolled into the plans, we can make changes to your enrollment and answer general questions. Oh, okay. But the information that I have does not specify if there is coverage for, um, therapy or counseling. So that might be something you have to verify with the actual insurance carriers. Oh, okay. Um, and of course the carrier is just gonna depend on the plan that you choose. Yeah. But, um, I know one of the carriers we work with is 90, 90 Degree Benefits and then the other carrier is American Public Life. Okay. Yeah. Um, so I would say, you know, once you have a better understanding or, um, you know, an idea of what plan you might want to enroll into, you can call us back from there and then we can, if anything, we can try and transfer you over to, uh, someone with the insurance carrier that can maybe answer that question for you. Okay. Yeah. All right. Well, thank you. So I just don't see anything specific to that. Oh, that's okay. Uh, everything has been pretty topsy-turvy over here, I'm just trying to get everything done in kind of a rush. Gotcha. And are you a new hire with them? Uh, I would say so, yeah. I've been working at Flame Co for, I think just under three weeks now. Oh, okay. So I know typically they give, uh, new hires 30 days from the date of your first check to get enrolled into the benefits. Okay, so my first check was about two weeks ago, so... Yeah, it would be 30 days from the date of that first check. Okay, so I got plenty of time. Oh, that's actually a relief. Thank you. Yes, sir. I mean, I can pull up your file and see specifically. I can give you a specific date if you'd like. That would be great. Okay. Um, what is the last four of your social? Uh, 6958. Okay. And do you mind verifying your address and date of birth? My address is 5869 South 76th East Avenue, and my date of birth is 2-9-96. Okay. And then phone number

918-490-2841, or 14, I'm sorry. 140, yeah. Yeah. All right. Okay. All right. Um, let's see. So it looks like the deadline for you would be the, the 21st of February. Okay. Awesome. But it looks like... Give me one second. It I- Okay, so here's the thing. With your employer, they do automatically enroll you into coverage unless you opt out beforehand. Um, and it looks like you are pending for the plan that they automatically enroll you into, which is the MEC TeleRX. Okay. Yeah, I mean, you still have until the 20, um, what did I say, the 21st- Yeah. ... February to make changes to your enrollment. So if the MEC TeleRX is not the plan that you want, you can change that between now and the 21st. Okay. Mm-hmm. Works for me. Alrighty. Was there anything else maybe you had questions on? No, ma'am. You've been wonderful. Thank you very much. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. Uh, my name is Christopher Conwell. I've been with American Staff Corps for, oh, about a month now. I've been working at Flame Co through them. Uh, I got the text about the, the benefits and whatnot. I was just wondering what's it, what's all, what's it all about?

Speaker speaker_0: Okay. Um, so this is like for medical insurance that they're offering. Are you, do you have a copy of like the, uh, benefits guide?

Speaker speaker_1: I do not. All I got was the text.

Speaker speaker_0: Oh, okay. Um, and you said it's American Staff Corp that you're with?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Let me pull up their benefits so I can send you a copy. Do you have a good email address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right.

Speaker speaker_1: It's all lowercase. It's chrisaconwell@gmail.com. And Conwell is C-O-N-W-E-L-L.

Speaker speaker_0: Okay, gotcha. Give me just a few seconds. Alrighty, so that should be coming to your email here in a few seconds.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but yeah, there's a couple different medical plans to choose from.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, and then there's also things like, uh, short-term disability, critical illness, uh, dental, like a group accident policy, vision, term life. Um, yeah, so those are the different benefits. So the benefits guide is gonna basically lay out all the plans, what they cover and how much they cost.

Speaker speaker_1: Okay. Uh, does it cover therapy? Because I do have a therapist.

Speaker speaker_0: Um... Let's see. Now that, unfortunately, I don't know, 'cause we're just your administrators. So like we can get you enrolled into the plans, we can make changes to your enrollment and answer general questions.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But the information that I have does not specify if there is coverage for, um, therapy or counseling. So that might be something you have to verify with the actual insurance carriers.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, and of course the carrier is just gonna depend on the plan that you choose.

Speaker speaker_1: Yeah.

Speaker speaker_0: But, um, I know one of the carriers we work with is 90, 90 Degree Benefits and then the other carrier is American Public Life.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. Um, so I would say, you know, once you have a better understanding or, um, you know, an idea of what plan you might want to enroll into, you can call us back from there and then we can, if anything, we can try and transfer you over to, uh, someone with the insurance carrier that can maybe answer that question for you.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: All right. Well, thank you.

Speaker speaker_0: So I just don't see anything specific to that.

Speaker speaker_1: Oh, that's okay. Uh, everything has been pretty topsy-turvy over here, I'm just trying to get everything done in kind of a rush.

Speaker speaker_0: Gotcha. And are you a new hire with them?

Speaker speaker_1: Uh, I would say so, yeah. I've been working at Flame Co for, I think just under three weeks now.

Speaker speaker_0: Oh, okay. So I know typically they give, uh, new hires 30 days from the date of your first check to get enrolled into the benefits.

Speaker speaker_1: Okay, so my first check was about two weeks ago, so...

Speaker speaker_0: Yeah, it would be 30 days from the date of that first check.

Speaker speaker_1: Okay, so I got plenty of time. Oh, that's actually a relief. Thank you.

Speaker speaker_0: Yes, sir. I mean, I can pull up your file and see specifically. I can give you a specific date if you'd like.

Speaker speaker_1: That would be great.

Speaker speaker_0: Okay. Um, what is the last four of your social?

Speaker speaker_1: Uh, 6958.

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

Speaker speaker_1: My address is 5869 South 76th East Avenue, and my date of birth is 2-9-96.

Speaker speaker_0: Okay. And then phone number 918-490-2841, or 14, I'm sorry.

Speaker speaker_1: 140, yeah. Yeah. All right.

Speaker speaker_0: Okay. All right. Um, let's see. So it looks like the deadline for you would be the, the 21st of February.

Speaker speaker_1: Okay. Awesome.

Speaker speaker_0: But it looks like... Give me one second. It I- Okay, so here's the thing. With your employer, they do automatically enroll you into coverage unless you opt out beforehand. Um, and it looks like you are pending for the plan that they automatically enroll you into, which is the MEC TeleRX.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, I mean, you still have until the 20, um, what did I say, the 21st-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... February to make changes to your enrollment. So if the MEC TeleRX is not the plan that you want, you can change that between now and the 21st.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Works for me.

Speaker speaker_0: Alrighty. Was there anything else maybe you had questions on?

Speaker speaker_1: No, ma'am. You've been wonderful. Thank you very much.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.