

Transcript: VICTORIA

Taylor-6568109884784640-6349414646366208

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, Victoria. My name is Iris De La Rosa. Um, so my job actually sent me, uh, this number to, um, apply for benefits. Okay. Uh, what's the name of the agency you work for? Um, ATC Healthcare. And the last four of your social? Oh. 0535. Have you received your first paycheck yet? Um, I have, yeah. Okay. And let me just make sure I heard the social right. Is it 0538? 35. Oh, okay. 0535. Gotcha. Mm-hmm. Uh, do you mind verifying your address and date of birth? Uh, 1850 Veteran Avenue, 104, LA, California 90025. Date of birth, 08-20-87. And then phone number 310-739-8459? Uh, correct. Yeah. And then email is gonna be, uh, irish820s@gmail.com? Uh, Irish... Yeah, irish820s@gmail. Oh. Yeah. Gotcha. Okay. I, I see that now. @VACC. All righty. Um, do you know what you're wanting to enroll into or what's being offered? Um, no. They didn't tell me. They just sent me a message like, "Here's the number for your benefits." But yes, I'm looking into, um, like, um, uh, health insurance and, uh, dental. Okay. Um, what I can do is I can send you a copy of the benefits guide to your email. I'd love that. There's a couple different medical plans to choose from. Um... Okay. And then, of course, we do offer dental. We only offer one dental plan. Um, so the benefits guide will go over everything that's being offered, what they cover and how much they cost. Okay. Um, so once you know specifically what you want to enroll into, you can just call us back from there to enroll. But what's the deadline for... is it? Yeah. So it looks like you have until the 13th of November to get enrolled. November 13th. Oh, okay. And then just one last thing. Um, you, you guys offer PTO, right? I have no idea. We just administer the, uh, medical insurance for ATC. I'm not sure if they offer PTO or not. Um, but you should be able to reach out to ATC and verify that. Oh, okay. And it should include in the email that you're gonna send me, like the plans, right? Yeah. So the information that we have is specifically just about the medical insurance. There won't be anything about PTO in that because we don't handle PTO on our end. But, um... Mm-hmm. The benefits guide will go over all, all of the plans being offered, what they cover and how much they cost. Okay. Yeah. Okay. I'll just, I'll just go with the social, I mean, the email that you're gonna send me. Okay. Um, and then like I said, once you make a decision, you can just call us back from there. We can get you enrolled over the phone. Oh, okay. All right. Will do. Uh, was there anything else you might need help with while you're on the phone with us? Uh, no. I, and then I should be receiving the email today, right? So I can go over it. Yes. I just sent that to your email. Oh, you did? Oh. All right. I'll, I'll look into it. And then what, how are you guys until, open until? Uh, so we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Oh, Eastern Time. Okay. All right. Thank you so much. You're welcome. You have a wonderful day. Okay. 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, Victoria. My name is Iris De La Rosa. Um, so my job actually sent me, uh, this number to, um, apply for benefits.

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

Speaker speaker_2: Um, ATC Healthcare.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Oh. 0535.

Speaker speaker_1: Have you received your first paycheck yet?

Speaker speaker_2: Um, I have, yeah.

Speaker speaker_1: Okay. And let me just make sure I heard the social right. Is it 0538?

Speaker speaker_2: 35.

Speaker speaker_1: Oh, okay. 0535. Gotcha.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, 1850 Veteran Avenue, 104, LA, California 90025. Date of birth, 08-20-87.

Speaker speaker_1: And then phone number 310-739-8459?

Speaker speaker_2: Uh, correct. Yeah.

Speaker speaker_1: And then email is gonna be, uh, irish820s@gmail.com?

Speaker speaker_2: Uh, Irish... Yeah, irish820s@gmail.

Speaker speaker_1: Oh.

Speaker speaker_2: Yeah.

Speaker speaker_1: Gotcha. Okay. I, I see that now.

Speaker speaker_2: @VACC.

Speaker speaker_1: All righty. Um, do you know what you're wanting to enroll into or what's being offered?

Speaker speaker_2: Um, no. They didn't tell me. They just sent me a message like, "Here's the number for your benefits." But yes, I'm looking into, um, like, um, uh, health insurance and, uh, dental.

Speaker speaker_1: Okay. Um, what I can do is I can send you a copy of the benefits guide to your email.

Speaker speaker_2: I'd love that.

Speaker speaker_1: There's a couple different medical plans to choose from. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And then, of course, we do offer dental. We only offer one dental plan. Um, so the benefits guide will go over everything that's being offered, what they cover and how much they cost.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so once you know specifically what you want to enroll into, you can just call us back from there to enroll.

Speaker speaker_2: But what's the deadline for... is it?

Speaker speaker_1: Yeah. So it looks like you have until the 13th of November to get enrolled.

Speaker speaker_2: November 13th. Oh, okay. And then just one last thing. Um, you, you guys offer PTO, right?

Speaker speaker_1: I have no idea. We just administer the, uh, medical insurance for ATC. I'm not sure if they offer PTO or not. Um, but you should be able to reach out to ATC and verify that.

Speaker speaker_2: Oh, okay. And it should include in the email that you're gonna send me, like the plans, right?

Speaker speaker_1: Yeah. So the information that we have is specifically just about the medical insurance. There won't be anything about PTO in that because we don't handle PTO on our end. But, um...

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The benefits guide will go over all, all of the plans being offered, what they cover and how much they cost.

Speaker speaker_2: Okay. Yeah. Okay. I'll just, I'll just go with the social, I mean, the email that you're gonna send me.

Speaker speaker_1: Okay. Um, and then like I said, once you make a decision, you can just call us back from there. We can get you enrolled over the phone.

Speaker speaker_2: Oh, okay. All right. Will do.

Speaker speaker_1: Uh, was there anything else you might need help with while you're on the phone with us?

Speaker speaker_2: Uh, no. I, and then I should be receiving the email today, right? So I can go over it.

Speaker speaker_1: Yes. I just sent that to your email.

Speaker speaker_2: Oh, you did? Oh. All right. I'll, I'll look into it. And then what, how are you guys until, open until?

Speaker speaker_1: Uh, so we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Oh, Eastern Time. Okay. All right. Thank you so much.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: Okay. Bye-bye.