

## **Transcript: VICTORIA**

**Taylor-6663003371421696-4918420002258944**

### **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? Yes, um, I was calling to see about, um, adding someone to my health insurance. Okay. Uh, what's the name of the agency you work for? Surge Staffing. And the last four of your Social? 0113. Okay. And your first and last name? Joshua f. Okay. Do you mind verifying your address and date of birth? Uh, 71 Ruff Way, Unit D, Lebanon, Ohio 45036. Uh, date of birth, July 11th, 1998. And then phone number 937-265-2870? Yes. And email is first initial, last name, 26 at gmail.com? Correct. Okay. Um, let's see. Now are you a rehire with Surge Staffing? Uh... Yeah, yeah, 'cause I've, I've worked there before. Okay. That was years and years ago, though. Yeah, 'cause as of right now, I'm not showing that you're eligible to, uh, make changes to the enrollment. Um, but you just recently got hired back on with them? Yeah, and, well, the voicemail I got from this number, some lady called and said that I'm missing, um, someone's information on one and so I was calling to update that information. Okay, I see that as well. Hmm. Um... Okay. Give me one second. Okay, here's what I'm gonna do. Um, just because our system isn't showing you as eligible, I'm gonna verify that with Eligibility. Um, and then I do see where you requested a few different plans with, uh, employee plus spouse, but we are missing your spouse's information on that previous enrollment. Yes, I'm aware. Um, so it looks like you requested the FreeRx, the Virtual Primary Care, Group Accident, Dental, Term Life, Vision, uh, the VIP Standard medical plan and the Behavioral Health? Yes. Okay. Um- What's the Behavioral Health one? So that's like online therapy and counseling. Oh, okay. Mm-hmm. So what I will go ahead and do is go ahead and take down your spouse's information and just verify with Eligibility, um, and then follow up with you from there. Okay. Um, what is your spouse's name? Haley. Same last name? Do what? Same last name? Yeah. Date of birth? July 8th, 2000. And then, uh, full Social. Uh, give me a second, I'm gonna look, look at it. Uh... Let's see here. Hold on. Okay. What's your Social Security number? 300- 300- 04- 048238. So 300-04-8238? Yes. Okay. I will go ahead and make a note of that, um, check with Eligibility since there's a conflict in, on your file and then I'll just follow up with you to let you know if we were able to get everything resolved. All right. Sounds good. And what was, uh, what was it all for again? The plan? Um, so it looks like... Do, do, do. FreeRx, Virtual Primary Care, Group Accident, Dental, Term Life, Vision, the VIP Standard medical plan and Behavioral Health. All right. Cool. Awesome. Yes, sir. All right. Yep, that's it. Okay. I will give you a call back as soon as I can, and I hope you have a wonderful night. You too. Thank you. 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: Yes, um, I was calling to see about, um, adding someone to my health insurance.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Surge Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 0113.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Joshua f.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 71 Ruff Way, Unit D, Lebanon, Ohio 45036. Uh, date of birth, July 11th, 1998.

Speaker speaker\_1: And then phone number 937-265-2870?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email is first initial, last name, 26 at gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, let's see. Now are you a rehire with Surge Staffing?

Speaker speaker\_2: Uh... Yeah, yeah, 'cause I've, I've worked there before.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That was years and years ago, though.

Speaker speaker\_1: Yeah, 'cause as of right now, I'm not showing that you're eligible to, uh, make changes to the enrollment. Um, but you just recently got hired back on with them?

Speaker speaker\_2: Yeah, and, well, the voicemail I got from this number, some lady called and said that I'm missing, um, someone's information on one and so I was calling to update that information.

Speaker speaker\_1: Okay, I see that as well. Hmm. Um... Okay. Give me one second. Okay, here's what I'm gonna do. Um, just because our system isn't showing you as eligible, I'm gonna verify that with Eligibility. Um, and then I do see where you requested a few different plans with, uh, employee plus spouse, but we are missing your spouse's information on that previous enrollment.

Speaker speaker\_2: Yes, I'm aware.

Speaker speaker\_1: Um, so it looks like you requested the FreeRx, the Virtual Primary Care, Group Accident, Dental, Term Life, Vision, uh, the VIP Standard medical plan and the Behavioral Health?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_2: What's the Behavioral Health one?

Speaker speaker\_1: So that's like online therapy and counseling.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Mm-hmm. So what I will go ahead and do is go ahead and take down your spouse's information and just verify with Eligibility, um, and then follow up with you from there.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, what is your spouse's name?

Speaker speaker\_2: Haley.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Do what?

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: July 8th, 2000.

Speaker speaker\_1: And then, uh, full Social.

Speaker speaker\_2: Uh, give me a second, I'm gonna look, look at it. Uh... Let's see here. Hold on.

Speaker speaker\_1: Okay.

Speaker speaker\_2: What's your Social Security number?

Speaker speaker\_1: 300-

Speaker speaker\_2: 300-

Speaker speaker\_1: 04-

Speaker speaker\_2: 048238.

Speaker speaker\_1: So 300-04-8238?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. I will go ahead and make a note of that, um, check with Eligibility since there's a conflict in, on your file and then I'll just follow up with you to let you know if we were able to get everything resolved.

Speaker speaker\_2: All right. Sounds good. And what was, uh, what was it all for again? The plan?

Speaker speaker\_1: Um, so it looks like... Do, do, do. FreeRx, Virtual Primary Care, Group Accident, Dental, Term Life, Vision, the VIP Standard medical plan and Behavioral Health.

Speaker speaker\_2: All right. Cool. Awesome.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: All right. Yep, that's it.

Speaker speaker\_1: Okay. I will give you a call back as soon as I can, and I hope you have a wonderful night.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye-bye. Bye.