

Transcript: Chris Sofield

(deactivated)-4645486407499776-4535490483109888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, I'm going to record. This is Chris. How can I help you today? Yes, I was trying to see if I could make a payment. Okay, what staffing company do you work with? Well, I don't work with them anymore. I had got hired on, but I wanted to see if I could still have my benefits, um, activated. Okay, yeah, that's going to depend... If I can do that's going to depend on, um, how long it's been since you stopped working at that staffing company. Um, let me pull your, your old file up with them and see what we can do. What staffing company was it? Um, TRC Staffing. Thank you, and then, uh, the last four of your Social? 9659. All right, and your first and last name? Shaquise Johnson. Thank you. Ms. Johnson, could you verify your address and your date of birth for me please? Yes, my address is 4900 Delano Road, Apartment 11D, College Park, Georgia 30349. And you said, the zip... You said my birthdate? Your date of birth, yes ma'am. Um, it's October 13th, 1999. Thank you. We have a phone number on file of 205-643-0227, is that correct? Yes. All right, let's see here. Okay, so with where we are in the process, it looks like we're currently at week number four of no coverage since you stopped working with TRC. Um, what that means as far as what we can do, we can take payments for this week and all the weeks past, so like, up... Uh, so this week and then the three weeks before this. Um, but we wouldn't be able to do anything further, anything in the future. Um, that's all going to be through a different company entirely called 90 Degree Benefits who handle COBRA benefits, uh, which you're kind of right there just before that, uh, just before when you're eligible for that, I believe. Um, if you have any questions on how to activate the benefits through COBRAs moving forward, I can give you their phone number, uh, so you can get in contact with them and talk to them about how to set all of that up, um, as the only thing that I can do right now is this week and the last three weeks as well. Okay, so if I do pay for this week and the last three weeks, would I be able to use my insurance? Uh, yes, so this would retroactively cover anything from the last three weeks and then we'll, uh, we'll allow you to use the coverage this week up until Sunday. Um, but then starting next Monday you would no longer have coverage again, and that would then be outside of the window for us to take any further payments and you... And that's when you would have to go through 90 Degrees to, to get COBRA benefits. Okay. Can I get the COBRA information? Yes, let me know when you're ready. Okay, I'm ready. All right, the number to call is going to be 800-833-4296, and when you call that number make sure you press option one to speak with the correct, uh, the correct team. Okay, thank you. No problem. Did you want to make a payment for this week and the last three weeks or did you just want to get in contact with them and see how you can do this moving forward? Um, I'll just get in contact with them and see. All right then. Well, if that's everything, thank you again for calling and you have a wonderful day. Thank you, you too. Mm-hmm, you're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, I'm going to record. This is Chris. How can I help you today?

Speaker speaker_2: Yes, I was trying to see if I could make a payment.

Speaker speaker_1: Okay, what staffing company do you work with?

Speaker speaker_2: Well, I don't work with them anymore. I had got hired on, but I wanted to see if I could still have my benefits, um, activated.

Speaker speaker_1: Okay, yeah, that's going to depend... If I can do that's going to depend on, um, how long it's been since you stopped working at that staffing company. Um, let me pull your, your old file up with them and see what we can do. What staffing company was it?

Speaker speaker_2: Um, TRC Staffing.

Speaker speaker_1: Thank you, and then, uh, the last four of your Social?

Speaker speaker_2: 9659.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Shaquise Johnson.

Speaker speaker_1: Thank you. Ms. Johnson, could you verify your address and your date of birth for me please?

Speaker speaker_2: Yes, my address is 4900 Delano Road, Apartment 11D, College Park, Georgia 30349. And you said, the zip... You said my birthdate?

Speaker speaker_1: Your date of birth, yes ma'am.

Speaker speaker_2: Um, it's October 13th, 1999.

Speaker speaker_1: Thank you. We have a phone number on file of 205-643-0227, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, let's see here. Okay, so with where we are in the process, it looks like we're currently at week number four of no coverage since you stopped working with TRC. Um, what that means as far as what we can do, we can take payments for this week and all the weeks past, so like, up... Uh, so this week and then the three weeks before this. Um, but we wouldn't be able to do anything further, anything in the future. Um, that's all going to be through a different company entirely called 90 Degree Benefits who handle COBRA benefits, uh, which you're kind of right there just before that, uh, just before when you're eligible for that, I believe. Um, if you have any questions on how to activate the benefits

through COBRAs moving forward, I can give you their phone number, uh, so you can get in contact with them and talk to them about how to set all of that up, um, as the only thing that I can do right now is this week and the last three weeks as well.

Speaker speaker_2: Okay, so if I do pay for this week and the last three weeks, would I be able to use my insurance?

Speaker speaker_1: Uh, yes, so this would retroactively cover anything from the last three weeks and then we'll, uh, we'll allow you to use the coverage this week up until Sunday. Um, but then starting next Monday you would no longer have coverage again, and that would then be outside of the window for us to take any further payments and you... And that's when you would have to go through 90 Degrees to, to get COBRA benefits.

Speaker speaker_2: Okay. Can I get the COBRA information?

Speaker speaker_1: Yes, let me know when you're ready.

Speaker speaker_2: Okay, I'm ready.

Speaker speaker_1: All right, the number to call is going to be 800-833-4296, and when you call that number make sure you press option one to speak with the correct, uh, the correct team.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Did you want to make a payment for this week and the last three weeks or did you just want to get in contact with them and see how you can do this moving forward?

Speaker speaker_2: Um, I'll just get in contact with them and see.

Speaker speaker_1: All right then. Well, if that's everything, thank you again for calling and you have a wonderful day.

Speaker speaker_2: Thank you, you too.

Speaker speaker_1: Mm-hmm, you're welcome. Bye now.