

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, good afternoon. Can I speak with Margalis Arbizan? Yes. Hi, this is Chris with Benefits in the Card calling on behalf of TRC Staffing. How are you doing today? I'm good. I'm good. That's good to hear. Uh, before we continue, call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you recently filled out and s- and, uh, submitted. Um, it... there's a little bit of confusion as what... what's going on with this form. Uh, looks like you had selected every single box available on the form, but then you also selected the option of No Coverage, you did not want any insurance from TRC. We're just trying to determine if you are looking to enroll into any insurance from them, and if so, what insurance you want from them. I have an... um, dental insurance. Okay, so y- so you do not want any insurance from, from TRC? Uh, I have been in dental and vision, no? So, you selected every single policy possible f- on the form. You selected all four medical plans, which you're not, you're not allowed to do that. That's, tha- they kind of conflict with each other. Um, and then you selected every single additional plan to enroll into, but you also selected the option of No Coverage, you choose not to participate. You selected that you wanted insurance and that you didn't want insurance at the same time, and we were confused by that. So, that's why I'm calling to see if you wanted insurance or not. Mm, okay... mm... yes, uh, um... excuse me. I have an insurance, uh, Salud insurance, healthy insurance, I have. I need vision and dental, only that. Okay. All right, and is that gonna be for just yourself or are you covering anyone else? Yes. So, it's for just yourself or are you covering anyone else? Uh... my husband. Okay, so it's dental and vision for you and your husband? Yes. Okay. All right, that is... uh, and it looks like we already have your husband's information on the form, so we're good on that. Um, dental and vision for the two of you is going to be \$11.12 per week. Do you authorize TRC to make those deductions? Yes. All right. It will take one to two weeks for the enrollment to process. Once processing is complete, you'll see those deductions coming out of your checks. Monday following the first deduction is when policy is effective. Um, the... your ID card should arrive about a week or two after that effective date, okay? Okay, okay. Thank you. Thank you for taking time- Mm-hmm. ... to speak with me. You have a good day. Okay. Thank you.

Conversation Format

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

Speaker speaker_1: Hello, good afternoon. Can I speak with Margalis Arbizan?

Speaker speaker_2: Yes.

Speaker speaker_1: Hi, this is Chris with Benefits in the Card calling on behalf of TRC Staffing. How are you doing today?

Speaker speaker_2: I'm good. I'm good.

Speaker speaker_1: That's good to hear. Uh, before we continue, call is being recorded for quality assurance and training purposes. I'm calling regarding a health insurance enrollment form that you recently filled out and s- and, uh, submitted. Um, it... there's a little bit of confusion as what... what's going on with this form. Uh, looks like you had selected every single box available on the form, but then you also selected the option of No Coverage, you did not want any insurance from TRC. We're just trying to determine if you are looking to enroll into any insurance from them, and if so, what insurance you want from them.

Speaker speaker_2: I have an... um, dental insurance.

Speaker speaker_1: Okay, so y- so you do not want any insurance from, from TRC?

Speaker speaker_2: Uh, I have been in dental and vision, no?

Speaker speaker_1: So, you selected every single policy possible f- on the form. You selected all four medical plans, which you're not, you're not allowed to do that. That's, tha- they kind of conflict with each other. Um, and then you selected every single additional plan to enroll into, but you also selected the option of No Coverage, you choose not to participate. You selected that you wanted insurance and that you didn't want insurance at the same time, and we were confused by that. So, that's why I'm calling to see if you wanted insurance or not.

Speaker speaker_2: Mm, okay... mm... yes, uh, um... excuse me. I have an insurance, uh, Salud insurance, healthy insurance, I have. I need vision and dental, only that.

Speaker speaker_1: Okay. All right, and is that gonna be for just yourself or are you covering anyone else?

Speaker speaker_2: Yes.

Speaker speaker_1: So, it's for just yourself or are you covering anyone else?

Speaker speaker_2: Uh... my husband.

Speaker speaker_1: Okay, so it's dental and vision for you and your husband?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, that is... uh, and it looks like we already have your husband's information on the form, so we're good on that. Um, dental and vision for the two of you is going to be \$11.12 per week. Do you authorize TRC to make those deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. It will take one to two weeks for the enrollment to process. Once processing is complete, you'll see those deductions coming out of your checks. Monday

following the first deduction is when policy is effective. Um, the... your ID card should arrive about a week or two after that effective date, okay?

Speaker speaker_2: Okay, okay. Thank you.

Speaker speaker_1: Thank you for taking time-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... to speak with me. You have a good day.

Speaker speaker_2: Okay. Thank you.