

## Transcript: Chris Sofield

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### Full Transcript

Your call may be monitored or recorded- That's tomorrow or whenever they pay me, sir. ... for quality assurance purposes. They was talking about the time clock wasn't working last week. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, sir. This is also Chris, and I was just... Uh, I had received a message about lapse in coverage, and I was just trying to see what that was about. Okay. Yeah. So typically that's an automated message that our system sends out to anyone that is recognized as having a health insurance policy through a staffing company we partner with. But for some reason or another, there was no deduction out of any sort of paycheck last week, and as such any coverage this week is not active. Um, do you work with a staffing company, sir? Yes, sir. Okay, what staffing company would that be? WorkSource. Okay. And then what's the last four of your Social so I can locate your file? Um, 7643. Thank you. And then your last name, Chris. Lawson. Thank you. Can you verify your address and your date of birth for me? Yeah. 3/21/91, uh, 120 Fox Run Place, Lowell, Arkansas 72745. Thank you. We have a phone number on file of 370-5972, is that correct? Yes, sir. Okay. Okay. Yeah. So what it looks like is that you're... Uh, you had, uh... You have medical vision and life insurance through WorkSource. Mm-hmm. However, um, there wasn't any sort of paycheck last week or any sort of deduction out of any sort of paycheck last week so that coverage is not- Mm-hmm. ... active this week. Um, did you, did you receive a paycheck last week? Yeah. Um, yeah. We got paid last week. Yes, sir. Hmm. Okay. And did you, uh, did you see a deduction out of that paycheck last week? I didn't even check. I ain't even look at that. Okay. Um, so the only thing I can suggest, uh, because the deductions themselves are handled by payroll and we can't see that information, um, check to see if, uh... Like, see if you can get in touch with them and check your pay stub to see if you see that deduction for your insurance plan. Um- Mm-hmm. If you see that deduction, give us a call back and let us know so we can investigate as to why it's not showing as active on our side. Um, if you- All right. ... don't see that deduction, you may want to get in contact with the WorkForce's payroll department and ask them what happened to your deductions. As, as long as you're getting paid, they should be happening. Right. Um, and then we also get paid. Oh, okay. That's... I... That's, that's exactly why we missed the payment. I get it now. We were off for a whole week. Okay. That, that would most likely be it then. So if you... If there was no payment, um, then it's going to be inactive this week. Now, if you're going to get your paycheck this week and you see that deduction this week, then it should just reactivate next week with no issue. Oh, okay then. Okay. Yeah. That's what it was. For the week of Christmas, we were off, or something like that. Yeah. Okay. And then we came... Yeah. Yes, sir. That's exactly what happened. Yeah. Yeah, that, that, that tracks. If you were off the week of Christmas and you didn't get a paycheck last week, meaning you... Meaning you have no coverage this week. So yeah, that, that would track. Okay. Yeah. That's exactly

what happened though. All right then. I was just... I was like, "Okay." Sounds like... No, no problem. Sounds like we figured that mystery out then. Um, but yeah. Yes, sir. So, uh, so then you have the option, if you want to pay out of pocket for the insurance premium, it's 21.74. Or sorry, not 21.74- Mm-hmm. 23.89 because vision would have to be paid for as well with... When it's normally not. Mm-hmm. Um, if you wanted to do that. If, uh... It's not a requirement. If you just want to wait for them to start taking that out of your checks again, it'll just reactivate and, um, the Monday following that deduction with no issue. Oh, okay. Yeah. So it should come out today. We usually get our pay stubs or whatever today or something- Okay. With payroll today. Mm-hmm. All right then. All right. Well, thank you. Was there anything else? That's all. I was just calling. Thank you. All right. No problem. Thanks for calling and have a wonderful day. Mm-hmm.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded-

Speaker speaker\_1: That's tomorrow or whenever they pay me, sir.

Speaker speaker\_0: ... for quality assurance purposes.

Speaker speaker\_1: They was talking about the time clock wasn't working last week.

Speaker speaker\_2: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: Yes, sir. This is also Chris, and I was just... Uh, I had received a message about lapse in coverage, and I was just trying to see what that was about.

Speaker speaker\_2: Okay. Yeah. So typically that's an automated message that our system sends out to anyone that is recognized as having a health insurance policy through a staffing company we partner with. But for some reason or another, there was no deduction out of any sort of paycheck last week, and as such any coverage this week is not active. Um, do you work with a staffing company, sir?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay, what staffing company would that be?

Speaker speaker\_1: WorkSource.

Speaker speaker\_2: Okay. And then what's the last four of your Social so I can locate your file?

Speaker speaker\_1: Um, 7643.

Speaker speaker\_2: Thank you. And then your last name, Chris.

Speaker speaker\_1: Lawson.

Speaker speaker\_2: Thank you. Can you verify your address and your date of birth for me?

Speaker speaker\_1: Yeah. 3/21/91, uh, 120 Fox Run Place, Lowell, Arkansas 72745.

Speaker speaker\_2: Thank you. We have a phone number on file of 370-5972, is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Okay. Yeah. So what it looks like is that you're... Uh, you had, uh... You have medical vision and life insurance through WorkSource.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: However, um, there wasn't any sort of paycheck last week or any sort of deduction out of any sort of paycheck last week so that coverage is not-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... active this week. Um, did you, did you receive a paycheck last week?

Speaker speaker\_1: Yeah. Um, yeah. We got paid last week. Yes, sir.

Speaker speaker\_2: Hmm. Okay. And did you, uh, did you see a deduction out of that paycheck last week?

Speaker speaker\_1: I didn't even check. I ain't even look at that.

Speaker speaker\_2: Okay. Um, so the only thing I can suggest, uh, because the deductions themselves are handled by payroll and we can't see that information, um, check to see if, uh... Like, see if you can get in touch with them and check your pay stub to see if you see that deduction for your insurance plan. Um-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: If you see that deduction, give us a call back and let us know so we can investigate as to why it's not showing as active on our side. Um, if you-

Speaker speaker\_1: All right.

Speaker speaker\_2: ... don't see that deduction, you may want to get in contact with the WorkForce's payroll department and ask them what happened to your deductions. As, as long as you're getting paid, they should be happening.

Speaker speaker\_1: Right. Um, and then we also get paid. Oh, okay. That's... I... That's, that's exactly why we missed the payment. I get it now. We were off for a whole week.

Speaker speaker\_2: Okay. That, that would most likely be it then. So if you... If there was no payment, um, then it's going to be inactive this week. Now, if you're going to get your paycheck this week and you see that deduction this week, then it should just reactivate next week with no issue.

Speaker speaker\_1: Oh, okay then. Okay. Yeah. That's what it was. For the week of Christmas, we were off, or something like that. Yeah.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then we came... Yeah. Yes, sir. That's exactly what happened.

Speaker speaker\_2: Yeah. Yeah, that, that, that tracks. If you were off the week of Christmas and you didn't get a paycheck last week, meaning you... Meaning you have no coverage this week. So yeah, that, that would track.

Speaker speaker\_1: Okay. Yeah. That's exactly what happened though.

Speaker speaker\_2: All right then.

Speaker speaker\_1: I was just... I was like, "Okay."

Speaker speaker\_2: Sounds like... No, no problem. Sounds like we figured that mystery out then. Um, but yeah.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: So, uh, so then you have the option, if you want to pay out of pocket for the insurance premium, it's 21.74. Or sorry, not 21.74-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: 23.89 because vision would have to be paid for as well with... When it's normally not.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Um, if you wanted to do that. If, uh... It's not a requirement. If you just want to wait for them to start taking that out of your checks again, it'll just reactivate and, um, the Monday following that deduction with no issue.

Speaker speaker\_1: Oh, okay. Yeah. So it should come out today. We usually get our pay stubs or whatever today or something-

Speaker speaker\_2: Okay.

Speaker speaker\_1: With payroll today.

Speaker speaker\_2: Mm-hmm. All right then.

Speaker speaker\_1: All right. Well, thank you.

Speaker speaker\_2: Was there anything else?

Speaker speaker\_1: That's all. I was just calling. Thank you.

Speaker speaker\_2: All right. No problem. Thanks for calling and have a wonderful day.

Speaker speaker\_1: Mm-hmm.