

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords' Chris. How can I help you today? Hi, Chris. This is Vanessa West. I signed up for benefits and I, um, never got... It's... Me, it's more than welcome, more than likely still in the mail, but I didn't know when my benefits started. Um, I did need to go, uh, to the doctor's, but I don't have any of my information. Okay. What staffing company do you work with? Um, ATC Healthcare. Okay. And the last four of your social? 3468. I'm sorry, did you say 3468? 66. 66. Okay. Yes, sir. Could you verify your address and your date of birth for me, please? Yes. 23 Main Stage, Street Apartments East, Pittsburgh, PA 15205, and June 10th '94. Thank you. Phone number on file of 412-759-4429. Is that correct? Y- yes, sir. All right. So at this moment, um, you, uh, your policy is still not effective yet. Uh, looks like it's still in that pending process. Um, how... So what we're waiting on is for ATC to start taking deductions out of your checks. Once that happens, your policy is typically effective the following Monday, um, and ID cards typically arrive one to two weeks after that. But before the... But until the policy is effective, you technically have no insurance. Okay. And, um, it doesn't, like, backdate or anything like that, right, like for the month? No, ma'am. Okay. Um, and I've gotten paid since I signed up for this. The lady told me that the payments should be coming out automatically. There wasn't a payment may- maybe... I think I got paid like the third... Like this Monday or Tuesday at this last. I, I wouldn't know because we're... Uh, nothing's been reported to us and we're not payroll, so we can't see what your paychecks were or what any deductions were. So, uh, definitely- So how do you guys know if you got a payment or not? I'm sorry? How do you know if you got a payment or not? That it gets reported to us from ATC and nothing's been reported at this time. So the only thing I can suggest is to get in contact with ATC, specifically their payroll team. See if there's a way for you to check your pay stub and check to see if you see the deductions coming out of your paychecks. If you see that... If, uh... 'Cause let's see here. If the deduction... If the first deduction was this week, that means that your policy should become effective next week, but it's all dependent on when ATC's payroll team takes the deduction. Okay. Thank you. You're welcome. Anything else? No, that'll be all. All right. Thanks for calling and have a good day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Accords' Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. This is Vanessa West. I signed up for benefits and I, um, never got... It's... Me, it's more than welcome, more than likely still in the mail, but I didn't know when my benefits started. Um, I did need to go, uh, to the doctor's, but I don't have any of my information.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Um, ATC Healthcare.

Speaker speaker\_1: Okay. And the last four of your social?

Speaker speaker\_2: 3468.

Speaker speaker\_1: I'm sorry, did you say 3468?

Speaker speaker\_2: 66.

Speaker speaker\_1: 66. Okay.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Could you verify your address and your date of birth for me, please?

Speaker speaker\_2: Yes. 23 Main Stage, Street Apartments East, Pittsburgh, PA 15205, and June 10th '94.

Speaker speaker\_1: Thank you. Phone number on file of 412-759-4429. Is that correct?

Speaker speaker\_2: Y- yes, sir.

Speaker speaker\_1: All right. So at this moment, um, you, uh, your policy is still not effective yet. Uh, looks like it's still in that pending process. Um, how... So what we're waiting on is for ATC to start taking deductions out of your checks. Once that happens, your policy is typically effective the following Monday, um, and ID cards typically arrive one to two weeks after that. But before the... But until the policy is effective, you technically have no insurance.

Speaker speaker\_2: Okay. And, um, it doesn't, like, backdate or anything like that, right, like for the month?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Okay. Um, and I've gotten paid since I signed up for this. The lady told me that the payments should be coming out automatically. There wasn't a payment maybe... I think I got paid like the third... Like this Monday or Tuesday at this last.

Speaker speaker\_1: I, I wouldn't know because we're... Uh, nothing's been reported to us and we're not payroll, so we can't see what your paychecks were or what any deductions were. So, uh, definitely-

Speaker speaker\_2: So how do you guys know if you got a payment or not?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: How do you know if you got a payment or not?

Speaker speaker\_1: That it gets reported to us from ATC and nothing's been reported at this time. So the only thing I can suggest is to get in contact with ATC, specifically their payroll team. See if there's a way for you to check your pay stub and check to see if you see the deductions coming out of your paychecks. If you see that... If, uh... 'Cause let's see here. If the deduction... If the first deduction was this week, that means that your policy should become effective next week, but it's all dependent on when ATC's payroll team takes the deduction.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Anything else?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: All right. Thanks for calling and have a good day.