

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, I currently work for Versitella Temp Agency, and I've been paying for, uh, you know, medical out of my check or whatever. I just wanna know how I can get, uh, started. Okay. Uh, I really do need a check... like get a, a checkup. It's been a long time since I've been to a, a doctor, but I really need to get one. Uh- Okay. ... going. Um, yeah, let me just open your file up to see what plans you have, and then- Okay. ... if you want, I can go ahead and send you your cards and stuff. I'm not sure. You may have that already. No, I don't have any cards. But, um, I really don't have an, uh, address where you can mail anything to me. Oh, okay. So if you want, I can send it to you via email. Okay, yeah. Yeah, that's fine. And then, um, you said you worked with Vers-... Tara? Ver- uh, Versitella. Okay. And then what is the last four of your Social? 7564. Okay. Give me one second. Uh, oh yeah. You said 7564? Yeah. Um, you know what? That reminds me, I need to get with them 'cause they, they do have the last four of my digits backwards on my, uh, my, my check pay stub. I keep forgetting. Yeah, they got it different on there. But my actual... the last four is 7564. I think they got it as, uh, 76... Uh, uh, hold on. Let me see. I have to tell you. Of your Social though, right? I need the last four of your Social. Yeah, 7564. And then what is your first and last name? Randall Haas, Jr. Last name is H-a-a-s. And you're with Tara Services? Versitella. Versitella, uh, Temp Agency. Yeah, Versitella a Tara Services, LLC company. Yeah, okay. Yeah, ASG, I guess they also go by? Yes, TSG. Um- Yeah. Okay. If you want- Yeah, see they, they get the last four of my, uh, Social Security. They got it as 7654, but it's, uh... yeah, that's what it is. They got it as that. They got it backwards. And then what was that last name again? Randall Lee? H- H- Yeah. ... A-S? Uh-huh. Yep. Oh, yeah, they must have because with the- Yeah, yeah. ... first number you gave me- Yeah. ... I couldn't find you. Uh-huh. I keep forgetting to tell them they need to, they need to change that. They got a couple of my digits they're backwards. Um, and then for security purposes, I do need you to verify address and date of birth. Uh, let me see what was my address I was staying at. Uh, I moved from Racine, so I can give you my Racine address. Um, if n-... if you don't remember the address on file, um, you could always verify your full Social. Okay. Okay, can you please verify it? Oh, my Social Security number? Yes. Um, and then- Oh. ... just keep in mind that you have to give me the right last four because remember, I couldn't find- Yeah. ... your first one. Okay. Yeah, my, my real... my Social Security number is 595-18-7564. Okay. So I would need the one that we have on file. Okay. Well, the one they got is 76-... uh, 7654, I think. Okay. And then- No, I'll get that straight. ... I'm not sure if you're- Yeah, I'll get that straightened out. And then what was your date of birth? October 29, 1971. Okay. Give me one second. Okay. Um, and then the address I had was 7221, 122 North Avenue, was called- Oh, okay. Yeah. Uh-huh. And then- That was actually temporary. Okay. And then- I- And then I have 2626063766 as your phone number on file. Yeah, yeah. Is that

up to date? Uh-huh. And then I- Yep. ... have r9379709@gmail.com. Is that up to date? Yes. Okay, thank you. Um, so I was actually gonna tell you that you never have had active coverage, so there has never been any deductions being done. I'm looking right now. And you never enrolled into any of the plans. Um, let me see when your last day to enroll was. Okay. So- Yeah, I think she said... It looks like, it looks like the la- they typically give you two periods to be eligible to enroll. The first period, they consider it your personal open enrollment, which means the first 30 days from the day that you receive your first check. The second period, if you were to miss those 30 days, it would be within company open enrollment, which I can check to see what month Tara Services, um, company enrollment is but it looks like your last day to enroll was the 14 of February. Ah, so I just missed it then? Yeah, so you just missed it. But let me see when they're within company open enrollment- Okay. ... um, 'cause what if it's coming up? Let's see. Ugh, you kind of just missed it too. Um, it was from December 9th up until January the 3rd. Ugh. Oh. So that means they're not gonna be within company open enrollment again until the next December. Oh, man. Yeah. Um- Sh- And, and the last 30 days have you, like, lost benefit, gotten married, divorced, had a baby or adopted? No. Yeah. No, nothing like that. I just got some personal, uh... You know, I, I just need to get to a, a, I need a primary physician I can go and start getting some tests done because- Oh, yeah. ... I've been having problems and it's not... You know, that's why I've been... I thought I could start getting checked out. Yeah. Oh, man. Yeah, so unfortunately I wouldn't be able to enroll you into the benefits 'cause you missed, um, those two periods already. Okay. So you- Um- So you would have to wait till- Is there another way around this? Um, I'm not really sure 'cause we're just the healthcare administrators for the actual staffing agencies. I'm not really sure- Uh-huh. ... where else. Um, but I was also gonna tell you, um, since you're not eligible to enroll right now, I would go ahead and let them know regarding your social. Just in case- Oh, yeah, yeah. ... you do call in December to enroll, it would be good that they fixed that already 'cause um... Yeah, yeah. I'm gonna do that right away. Yeah, 'cause that's kind of important 'cause with the first one that you gave me, the, the correct one, you weren't- Uh-huh. ... pulling up at all and then with this one you are, but like you said, it's wrong. Yeah, yeah. I, I, I'm gonna get with them either, either when I get off the phone with you... I'm at, I'm at work right now so either by the end of the day or tomorrow, I'm gonna def- uh, definitely call them and have them change my last four. Okay, yes, sir. Um, but for now you would have to wait for the next company open enrollment unfortunately. Okay. All right. Well, I appreciate your time. You're welcome. I hope you have a great day. Okay, thank you. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I currently work for Versitella Temp Agency, and I've been paying for, uh, you know, medical out of my check or whatever. I just wanna know how I can get, uh, started.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, I really do need a check... like get a, a checkup. It's been a long time since I've been to a, a doctor, but I really need to get one. Uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... going.

Speaker speaker_0: Um, yeah, let me just open your file up to see what plans you have, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you want, I can go ahead and send you your cards and stuff. I'm not sure. You may have that already.

Speaker speaker_1: No, I don't have any cards. But, um, I really don't have an, uh, address where you can mail anything to me.

Speaker speaker_0: Oh, okay. So if you want, I can send it to you via email.

Speaker speaker_1: Okay, yeah. Yeah, that's fine.

Speaker speaker_0: And then, um, you said you worked with Vers-... Tara?

Speaker speaker_1: Ver- uh, Versitella.

Speaker speaker_0: Okay. And then what is the last four of your Social?

Speaker speaker_1: 7564.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Uh, oh yeah.

Speaker speaker_0: You said 7564?

Speaker speaker_1: Yeah. Um, you know what? That reminds me, I need to get with them 'cause they, they do have the last four of my digits backwards on my, uh, my, my check pay stub. I keep forgetting. Yeah, they got it different on there. But my actual... the last four is 7564. I think they got it as, uh, 76... Uh, uh, hold on. Let me see. I have to tell you.

Speaker speaker_0: Of your Social though, right? I need the last four of your Social.

Speaker speaker_1: Yeah, 7564.

Speaker speaker_0: And then what is your first and last name?

Speaker speaker_1: Randall Haas, Jr. Last name is H-a-a-s.

Speaker speaker_0: And you're with Tara Services?

Speaker speaker_1: Versitella. Versitella, uh, Temp Agency.

Speaker speaker_0: Yeah, Versitella a Tara Services, LLC company.

Speaker speaker_1: Yeah, okay. Yeah, ASG, I guess they also go by?

Speaker speaker_0: Yes, TSG. Um-

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: If you want-

Speaker speaker_1: Yeah, see they, they get the last four of my, uh, Social Security. They got it as 7654, but it's, uh... yeah, that's what it is. They got it as that. They got it backwards.

Speaker speaker_0: And then what was that last name again? Randall Lee?

Speaker speaker_1: H-

Speaker speaker_0: H-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... A-S?

Speaker speaker_1: Uh-huh. Yep.

Speaker speaker_0: Oh, yeah, they must have because with the-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: ... first number you gave me-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... I couldn't find you.

Speaker speaker_1: Uh-huh. I keep forgetting to tell them they need to, they need to change that. They got a couple of my digits they're backwards.

Speaker speaker_0: Um, and then for security purposes, I do need you to verify address and date of birth.

Speaker speaker_1: Uh, let me see what was my address I was staying at. Uh, I moved from Racine, so I can give you my Racine address.

Speaker speaker_0: Um, if n-... if you don't remember the address on file, um, you could always verify your full Social.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, can you please verify it?

Speaker speaker_1: Oh, my Social Security number?

Speaker speaker_0: Yes. Um, and then-

Speaker speaker_1: Oh.

Speaker speaker_0: ... just keep in mind that you have to give me the right last four because remember, I couldn't find-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... your first one.

Speaker speaker_1: Okay. Yeah, my, my real... my Social Security number is 595-18-7564.

Speaker speaker_0: Okay. So I would need the one that we have on file.

Speaker speaker_1: Okay. Well, the one they got is 76-... uh, 7654, I think.

Speaker speaker_0: Okay. And then-

Speaker speaker_1: No, I'll get that straight.

Speaker speaker_0: ... I'm not sure if you're-

Speaker speaker_1: Yeah, I'll get that straightened out.

Speaker speaker_0: And then what was your date of birth?

Speaker speaker_1: October 29, 1971.

Speaker speaker_0: Okay. Give me one second. Okay. Um, and then the address I had was 7221, 122 North Avenue, was called-

Speaker speaker_1: Oh, okay. Yeah. Uh-huh.

Speaker speaker_0: And then-

Speaker speaker_1: That was actually temporary.

Speaker speaker_0: Okay. And then-

Speaker speaker_1: I-

Speaker speaker_0: And then I have 2626063766 as your phone number on file.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Is that up to date?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And then I-

Speaker speaker_1: Yep.

Speaker speaker_0: ... have r9379709@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. Um, so I was actually gonna tell you that you never have had active coverage, so there has never been any deductions being done. I'm looking

right now. And you never enrolled into any of the plans. Um, let me see when your last day to enroll was.

Speaker speaker_1: Okay.

Speaker speaker_0: So-

Speaker speaker_1: Yeah, I think she said...

Speaker speaker_0: It looks like, it looks like the la- they typically give you two periods to be eligible to enroll. The first period, they consider it your personal open enrollment, which means the first 30 days from the day that you receive your first check. The second period, if you were to miss those 30 days, it would be within company open enrollment, which I can check to see what month Tara Services, um, company enrollment is but it looks like your last day to enroll was the 14 of February.

Speaker speaker_1: Ah, so I just missed it then?

Speaker speaker_0: Yeah, so you just missed it. But let me see when they're within company open enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, 'cause what if it's coming up? Let's see. Ugh, you kind of just missed it too. Um, it was from December 9th up until January the 3rd. Ugh.

Speaker speaker_1: Oh.

Speaker speaker_0: So that means they're not gonna be within company open enrollment again until the next December.

Speaker speaker_1: Oh, man.

Speaker speaker_0: Yeah. Um-

Speaker speaker_1: Sh-

Speaker speaker_0: And, and the last 30 days have you, like, lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_1: No.

Speaker speaker_0: Yeah.

Speaker speaker_1: No, nothing like that. I just got some personal, uh... You know, I, I just need to get to a, a, I need a primary physician I can go and start getting some tests done because-

Speaker speaker_0: Oh, yeah.

Speaker speaker_1: ... I've been having problems and it's not... You know, that's why I've been... I thought I could start getting checked out.

Speaker speaker_0: Yeah. Oh, man. Yeah, so unfortunately I wouldn't be able to enroll you into the benefits 'cause you missed, um, those two periods already.

Speaker speaker_1: Okay.

Speaker speaker_0: So you-

Speaker speaker_1: Um-

Speaker speaker_0: So you would have to wait till-

Speaker speaker_1: Is there another way around this?

Speaker speaker_0: Um, I'm not really sure 'cause we're just the healthcare administrators for the actual staffing agencies. I'm not really sure-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... where else. Um, but I was also gonna tell you, um, since you're not eligible to enroll right now, I would go ahead and let them know regarding your social. Just in case-

Speaker speaker_1: Oh, yeah, yeah.

Speaker speaker_0: ... you do call in December to enroll, it would be good that they fixed that already 'cause um...

Speaker speaker_1: Yeah, yeah. I'm gonna do that right away.

Speaker speaker_0: Yeah, 'cause that's kind of important 'cause with the first one that you gave me, the, the correct one, you weren't-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... pulling up at all and then with this one you are, but like you said, it's wrong.

Speaker speaker_1: Yeah, yeah. I, I, I'm gonna get with them either, either when I get off the phone with you... I'm at, I'm at work right now so either by the end of the day or tomorrow, I'm gonna def- uh, definitely call them and have them change my last four.

Speaker speaker_0: Okay, yes, sir. Um, but for now you would have to wait for the next company open enrollment unfortunately.

Speaker speaker_1: Okay. All right. Well, I appreciate your time.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: Okay, thank you. You too.