

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, this is John Weisinger. Um, I just started at Scotts like, uh, the week before, uh, Thanksgiving. And, um, they're telling... I keep getting emails saying and text messages saying that I have, uh, that I'm running out of time on enrolling in benefits with you guys. Okay. So we're the healthcare administrators for staffing agencies. If you're getting those text messages, most likely you're within your personal open enrollment period or your company's company open enrollment to be able to qualify for any healthcare benefits through them. Depending on how many you select, as well as which ones they are depends on how much the weekly deductions are from your paycheck for those selective plans. All right. What, what, what I'm gonna do is I'm gonna take this in to work and be like, "Hey, is this the right number?" Because for some odd reason, this ain't adding up because I started getting this after like a week or two prior, uh- Mm-hmm. ... to this. It... I, I haven't even hit my 90 days. Okay. Yeah, that's fine. If you want, you can ask them, um, but like I said, we're the healthcare administrators for different agencies. But you're welcome to ask, but they do only give you a certain period, so I would ask real quick. So, so, so, so, uh, so Partners Personnel is one of them? Yes. That's who I go through. Yep, correct. We're the healthcare administrators for Partners Personnel. All you have to tell them- So how do I go... So how do I go and enroll in this stuff? Well, you could do it over the phone, um, or let me see if they have a website. Give me one second. But we're... We take care of the phone. They don't have a website. So if you do decide to enroll, you would have to call this number, but you're welcome to ask them for more information if that's something that you're looking into doing. Um, but yeah, you would have to do it over the phone with us. Yeah, because, uh, that... This, this just makes me sound... It just makes me sound like it's a scam because, for one, I'm on other projects. Yeah, you can just ask your staffing agency. You're welcome to ask them. They'll give you the information that you need, um, and they'll just end up directing you back to us. But you're welcome to ask them, 'cause like I said, we're just the healthcare administrators for them. We just take care of their benefits and sign you up if you do want to enroll through their staffing agency. And depending on how many you get, which ones they are, it depends on how much the weekly deductions are for those plans. But it's something completely optional, but they do give you a, a period. I know for Partners Personal, their enrollment is in the month of October. So if you just started working with them, most likely you're within your personal open enrollment period. So I have until next October to get it, right? If you want to enroll with the company. If you enroll with the company, it would be in the month of October, but if you enroll within your personal, which if you're a new hire, they give you 30 days from the day that you receive your first check to enroll. And if you miss those 30 days and you want to enroll there and you call back, they're gonna tell you to wait for the

company, to be within company open enrollment, which for them is in the month of October. But you're welcome to ask. The funny thing is... Mm-hmm. The funny thing is, is, uh, that's for greenhats then. And I'm going to be an orange hat. So, honestly, I'm not too worried about insurance right now. I got my own insurance, so- Okay. ... I pay for everything, so- In that case, you can just ignore the messages because they are gonna be sending their new members reminders. So I would just ignore those reminders. Well... Like I said, I was just curious on what's going on because it... I haven't hit my 90 days and I'm getting these text messages and it's blowing up my phone and I'm tired of it blowing up my phone. Yeah. But- Unfortunately, I don't have a way to stop those messages. Um, maybe if you click... if you type stop, it might stop them, um, but I'm not 100% sure. All right. Mm-hmm. Yeah. All right, I'll go in... I'll go in, uh, Sunday night and talk to them then. Okay, that's fine. All right. Thank you. Thank you. Have a nice day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, this is John Weisinger. Um, I just started at Scotts like, uh, the week before, uh, Thanksgiving. And, um, they're telling... I keep getting emails saying and text messages saying that I have, uh, that I'm running out of time on enrolling in benefits with you guys.

Speaker speaker_0: Okay. So we're the healthcare administrators for staffing agencies. If you're getting those text messages, most likely you're within your personal open enrollment period or your company's company open enrollment to be able to qualify for any healthcare benefits through them. Depending on how many you select, as well as which ones they are depends on how much the weekly deductions are from your paycheck for those selective plans.

Speaker speaker_1: All right. What, what, what I'm gonna do is I'm gonna take this in to work and be like, "Hey, is this the right number?" Because for some odd reason, this ain't adding up because I started getting this after like a week or two prior, uh-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... to this. It... I, I haven't even hit my 90 days.

Speaker speaker_0: Okay. Yeah, that's fine. If you want, you can ask them, um, but like I said, we're the healthcare administrators for different agencies. But you're welcome to ask, but they do only give you a certain period, so I would ask real quick.

Speaker speaker_1: So, so, so, so, uh, so Partners Personnel is one of them?

Speaker speaker_0: Yes.

Speaker speaker_1: That's who I go through.

Speaker speaker_0: Yep, correct. We're the healthcare administrators for Partners Personnel. All you have to tell them-

Speaker speaker_1: So how do I go... So how do I go and enroll in this stuff?

Speaker speaker_0: Well, you could do it over the phone, um, or let me see if they have a website. Give me one second. But we're... We take care of the phone. They don't have a website. So if you do decide to enroll, you would have to call this number, but you're welcome to ask them for more information if that's something that you're looking into doing. Um, but yeah, you would have to do it over the phone with us.

Speaker speaker_1: Yeah, because, uh, that... This, this just makes me sound... It just makes me sound like it's a scam because, for one, I'm on other projects.

Speaker speaker_0: Yeah, you can just ask your staffing agency. You're welcome to ask them. They'll give you the information that you need, um, and they'll just end up directing you back to us. But you're welcome to ask them, 'cause like I said, we're just the healthcare administrators for them. We just take care of their benefits and sign you up if you do want to enroll through their staffing agency. And depending on how many you get, which ones they are, it depends on how much the weekly deductions are for those plans. But it's something completely optional, but they do give you a, a period. I know for Partners Personal, their enrollment is in the month of October. So if you just started working with them, most likely you're within your personal open enrollment period.

Speaker speaker_1: So I have until next October to get it, right?

Speaker speaker_0: If you want to enroll with the company. If you enroll with the company, it would be in the month of October, but if you enroll within your personal, which if you're a new hire, they give you 30 days from the day that you receive your first check to enroll. And if you miss those 30 days and you want to enroll there and you call back, they're gonna tell you to wait for the company, to be within company open enrollment, which for them is in the month of October. But you're welcome to ask.

Speaker speaker_1: The funny thing is...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: The funny thing is, is, uh, that's for greenhats then. And I'm going to be an orange hat. So, honestly, I'm not too worried about insurance right now. I got my own insurance, so-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I pay for everything, so-

Speaker speaker_0: In that case, you can just ignore the messages because they are gonna be sending their new members reminders. So I would just ignore those reminders.

Speaker speaker_1: Well... Like I said, I was just curious on what's going on because it... I haven't hit my 90 days and I'm getting these text messages and it's blowing up my phone and I'm tired of it blowing up my phone.

Speaker speaker_0: Yeah.

Speaker speaker_1: But-

Speaker speaker_0: Unfortunately, I don't have a way to stop those messages. Um, maybe if you click... if you type stop, it might stop them, um, but I'm not 100% sure.

Speaker speaker_1: All right.

Speaker speaker_0: Mm-hmm. Yeah.

Speaker speaker_1: All right, I'll go in... I'll go in, uh, Sunday night and talk to them then.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye.