

Transcript: Estefania

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Full Transcript

This is a calling benefit program. Okay, I'll try the 60s. Hello. I have a question about a policy that I'm wanting to get when it's open enrollment. Okay! Yes, ma'am. Um, what's... Were you, um, Casey? Yes, yes. I'm ... I apologize. Sorry. No, you're fine. Okay, let me pull up your file. And then since you called, I do need you to answer security for questions. Okay, just a second. Just, just since you're- Okay, fine. I'm sorry. Could you just verify your address and date of birth for me? And it is for H-, HG Staffing, correct? Right? Yes, ma'am. Um, my date of birth is 9/25/2000. My address is 1313 MacArthur Street, Apartment F2, Manchester, Tennessee. Okay. Mm-hmm. 37355. Hello? Yes, ma'am. Sorry I had you at disconnecting. Oh, okay. Did you get my address? No, I did not get it at all. I'm so sorry. Could you repeat that address for me? I'm gonna put it down on paper. Yeah, it's 1313 MacArthur Street, Apartment F2, Manchester, Tennessee, 37355. Okay, thank you. And then do you still have the same number of 931-450-2831? Yes, ma'am. And then I have your first name, last name, 0925 at gmail.com. Is that up to date? Yes, ma'am. And then what was the question that you have? I'm looking right now and it looks like you have Dental Vision and then the VIP Standard Plan. So that would leave the VIP Classic, VIP Plus, and then your Stay Healthy and We See Color are out. Okay. Um, do you guys... I am wanting to do the short-term disability. Mm-hmm. Um, but I had a question. Um, does that coverage cover while you like have a baby? So like... It doesn't s- It doesn't specify. Um, give me one sec... Short-term disability. Okay, so that would be something that you would have to ask the carrier, um, prior to enrolling. Um, I can get you that information- Through the ATO? Yes, correct 'cause, um, for that specific- I called them and they told me no, they can't help me because I don't have that policy. I called their support. So they couldn't answer that question? She told me, "Sorry, I can't answer that for you because I don't have the certain policies regarding HG Staffing." Because on my... Since we're just the healthcare administrators, I can just go based off what the actual guide tells me, and when it comes to short-term disability, they don't specify exactly. Um, it just says short-term disability, elimination period, meaning they don't pay the first seven days. Then after those seven days, the benefit period is 90 days and the benefit amount is just 150 per month. That's the only information that I'm given. Um... Yeah, they said you guys don't give it all to me on those... that certain question. So- Yeah, no, I don't know why they would tell you that. Oh my gosh. Um, because- I'm sorry? ... there's only so much that I can see. And typically we do reach out to the carriers for those type of questions. So if you want, I can provide two different numbers that normally we send, um, the members to, if they have specific questions prior to enrolling. Okay. And it's, um, two ladies that also work for ATO, and they should definitely, um, give you that answer 'cause- I would be shocked! It would be a shock! I would, I would just call these two numbers that I'm about to give you. Okay. Um, I'm ready for when you wanna give me those numbers. So the first, um, person's name, her name

is Sandra, and her phone number is 601-936-3287. And then the second number is also s- Oh. Yes, ma'am. Okay. Wait, I got 601-936. 3287. 328... Okay. And then the second number is the same number, it just ends in 39. I'm sorry, 3290. 3290. Okay. So it's 601-936-3290. Okay. And I'm pretty sure they're open Eastern hours also, um, from 8:00 AM up until, um, if I'm not mistaken, 8:00 AM up until 5:00 PM. Um, but if you want, I can transfer your call. Would you like me to do that to one of those numbers and just go with one of those numbers? Um, yes, ma'am. Okay. And then just remember that to enroll, you would have to be within company open enrollment, okay? But some of the ladies Yeah, uh, Rebecca told me that wasn't Yeah, okay. Sorry. All right, I'm gonna go ahead and transfer you to Sandra first, which is the first number that I gave you. Okay? Okay. Thank you! And then if they don't answer, I recommend you to leave a voice message 'cause they're really good at- Wow. ... calling people back. But that should, they should definitely answer. Okay, thank you, ma'am. You're welcome. Have a nice day!

Conversation Format

Speaker speaker_0: This is a calling benefit program. Okay, I'll try the 60s.

Speaker speaker_1: Hello. I have a question about a policy that I'm wanting to get when it's open enrollment.

Speaker speaker_0: Okay! Yes, ma'am. Um, what's... Were you, um, Casey?

Speaker speaker_1: Yes, yes. I'm ...

Speaker speaker_0: I apologize.

Speaker speaker_1: Sorry.

Speaker speaker_0: No, you're fine. Okay, let me pull up your file. And then since you called, I do need you to answer security for questions.

Speaker speaker_1: Okay, just a second.

Speaker speaker_0: Just, just since you're-

Speaker speaker_1: Okay, fine.

Speaker speaker_0: I'm sorry. Could you just verify your address and date of birth for me? And it is for H-, HG Staffing, correct? Right?

Speaker speaker_1: Yes, ma'am. Um, my date of birth is 9/25/2000. My address is 1313 MacArthur Street, Apartment F2, Manchester, Tennessee.

Speaker speaker_0: Okay. Mm-hmm.

Speaker speaker_1: 37355. Hello?

Speaker speaker_0: Yes, ma'am. Sorry I had you at disconnecting.

Speaker speaker_1: Oh, okay. Did you get my address?

Speaker speaker_0: No, I did not get it at all. I'm so sorry. Could you repeat that address for me? I'm gonna put it down on paper.

Speaker speaker_1: Yeah, it's 1313 MacArthur Street, Apartment F2, Manchester, Tennessee, 37355.

Speaker speaker_0: Okay, thank you. And then do you still have the same number of 931-450-2831?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your first name, last name, 0925 at gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then what was the question that you have? I'm looking right now and it looks like you have Dental Vision and then the VIP Standard Plan. So that would leave the VIP Classic, VIP Plus, and then your Stay Healthy and We See Color are out.

Speaker speaker_1: Okay. Um, do you guys... I am wanting to do the short-term disability.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, but I had a question. Um, does that coverage cover while you like have a baby? So like...

Speaker speaker_0: It doesn't s- It doesn't specify. Um, give me one sec... Short-term disability. Okay, so that would be something that you would have to ask the carrier, um, prior to enrolling. Um, I can get you that information-

Speaker speaker_1: Through the ATO?

Speaker speaker_0: Yes, correct 'cause, um, for that specific-

Speaker speaker_1: I called them and they told me no, they can't help me because I don't have that policy. I called their support.

Speaker speaker_0: So they couldn't answer that question?

Speaker speaker_1: She told me, "Sorry, I can't answer that for you because I don't have the certain policies regarding HG Staffing."

Speaker speaker_0: Because on my... Since we're just the healthcare administrators, I can just go based off what the actual guide tells me, and when it comes to short-term disability, they don't specify exactly. Um, it just says short-term disability, elimination period, meaning they don't pay the first seven days. Then after those seven days, the benefit period is 90 days and the benefit amount is just 150 per month. That's the only information that I'm given. Um...

Speaker speaker_1: Yeah, they said you guys don't give it all to me on those... that certain question.

Speaker speaker_0: So- Yeah, no, I don't know why they would tell you that. Oh my gosh. Um, because-

Speaker speaker_1: I'm sorry?

Speaker speaker_0: ... there's only so much that I can see. And typically we do reach out to the carriers for those type of questions. So if you want, I can provide two different numbers that normally we send, um, the members to, if they have specific questions prior to enrolling.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's, um, two ladies that also work for ATO, and they should definitely, um, give you that answer 'cause-

Speaker speaker_1: I would be shocked! It would be a shock!

Speaker speaker_0: I would, I would just call these two numbers that I'm about to give you.

Speaker speaker_1: Okay. Um, I'm ready for when you wanna give me those numbers.

Speaker speaker_0: So the first, um, person's name, her name is Sandra, and her phone number is 601-936-3287. And then the second number is also s-

Speaker speaker_1: Oh.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Wait, I got 601-936.

Speaker speaker_0: 3287.

Speaker speaker_1: 328... Okay.

Speaker speaker_0: And then the second number is the same number, it just ends in 39. I'm sorry, 3290.

Speaker speaker_1: 3290. Okay.

Speaker speaker_0: So it's 601-936-3290.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'm pretty sure they're open Eastern hours also, um, from 8:00 AM up until, um, if I'm not mistaken, 8:00 AM up until 5:00 PM. Um, but if you want, I can transfer your call. Would you like me to do that to one of those numbers and just go with one of those numbers?

Speaker speaker_1: Um, yes, ma'am.

Speaker speaker_0: Okay. And then just remember that to enroll, you would have to be within company open enrollment, okay? But some of the ladies

Speaker speaker_2: Yeah, uh, Rebecca told me that wasn't

Speaker speaker_3: Yeah, okay. Sorry. All right, I'm gonna go ahead and transfer you to Sandra first, which is the first number that I gave you. Okay?

Speaker speaker_1: Okay. Thank you!

Speaker speaker_3: And then if they don't answer, I recommend you to leave a voice message 'cause they're really good at-

Speaker speaker_0: Wow.

Speaker speaker_1: ... calling people back. But that should, they should definitely answer. Okay, thank you, ma'am.

Speaker speaker_3: You're welcome. Have a nice day!