

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hi, there. Um, I've never actually used my work insurance card and I'm trying to get the number. I'm enrolled but I've never, uh, received the card or gotten- Nope. ... like my plan number or anything. Yeah, so if you want I can just email it to you. Um, what staffing agency do you work for? Um, it's AmeriStaff. And then what are the last four of your Social? Uh, 4861. Is it Coty? With a T? Um- C-O-T-Y? Coty. Yeah, it's Coty. Is it um- It's weird. ... with a T? Yeah, it's with a T. Oh, okay, okay. And then can you please verify- This is really different. Oh, it's okay. Can you please verify your address and date of birth? Yes, ma'am. Um, it's 30 Big River Lane in Glade Hill, Virginia. The zip code is 24092 and my birthday is December 22nd, 1997. Okay, thank you. And then let's see. Do you still have the same number of 828-449-0217? Yes, ma'am. And I have your last name, first name at gmail.com. Is that up to date? Yes, ma'am. Okay, so I was gonna tell you, um, that you actually don't have any active coverage but if you wanted to enroll I could send a eligibility review to be done to see if you're eligible for the enrollment, but at the time you don't have any active plans. And they don't auto enroll their new hires into anything, but if you were looking in to enroll I can go ahead and submit a eligibility review to be done to see if you're eligible. If you are eligible they'll notify me and then I can give you a call to inform you regarding all the plans, um, and if you're not, then I'll also let you know as well. Were you trying to enroll? Well, that's the thing, I- I thought I was enrolled because I opted in through the agency and I thought I was getting, uh, a deduction in my pay checks because I followed what, uh, the hiring instructor said. And you know- Yeah. ... I opted in. Gotcha. Yeah, we don't... I'm looking to see we have any documents from you and we actually don't. We don't have any documents s- um, suggesting like benefits. Like I said, I can submit a eligibility review to be done and I'm actually looking at deductions and we don't have any as well. So, you- you're not enrolled into anything but if you're looking to enroll, I can definitely send a email to main office to do a eligibility review to see if you're eligible for the, um, enrollment. And then if you are we can start enrolling you into the plans. They don't start right away though. You have to wait for the first deduction to be done from your paycheck. Then that following Monday the plan becomes effective. Okay. Uh, yeah, is it possible? Just 'cause I don't have any- Yes, sir. Okay, so I'm going to go ahead and submit that eligibility review to be done and then it typically takes 24 hours for them to reach back out to me. If it takes less than that then I'm going to just give you a call as well. If you don't answer for some reason, I'll be leaving you a voicemail letting you know what they tell me as well as requesting a call back and sending you an email requesting a call back as well. Okay. Is there anything I have to do regarding that? Um, just 'cause... The reason I'm asking is I was trying to go to the doctor's office today 'cause I had to leave work today because I got sick and they needed like a note. Well, no, 'cause right now you wouldn't have active coverage. Like, so- so for example

let's say you did enroll, um, and they still haven't done deductions, for you to become active they have to make the first deduction from your paycheck, then that following Monday your plan would become effective. Okay. So, you really would just have to wait now and see what they inform me of. Once they do let me know if you're eligible or not we can start the enrollment process. So like I said, the plans don't start right away. You have to allow your staffing agency to make that first deduction for whatever amount the plans are. Um, the weekly deduction really depends on how many plans you select, which ones they are, if you add dependents, so depending on what the total comes out to be. AmeriStaff would have to do the first deduction from your paycheck, then that following Monday the plan's become effective and once you enroll it typically takes one or two weeks for them to start doing that. It really just depends on your staffing agency. Okay. Mm-hmm. That's fine. I'm still, uh- But again, I am... Mm-hmm? I was gonna say, uh, no that's fine. I'm still willing to do it just 'cause I do need some insurance. Gotcha. And I went ahead and emailed them so I should be getting informed probably today. If it's not today it'll be tomorrow, but if they do reach out to me today I'll just be giving you a call informing you, and then, um, hopefully you are eligible, but that has been done already so now I just gotta wait for that email back. Okay. Thank you, I appreciate it. You're welcome. Did you have any other questions? Uh, no, ma'am. That was it. All right, well I hope you have a great day. You should be hearing from me shortly. All right. Thank you, ma'am. Thank you.

Conversation Format

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

Speaker speaker_1: Hi, there. Um, I've never actually used my work insurance card and I'm trying to get the number. I'm enrolled but I've never, uh, received the card or gotten-

Speaker speaker_0: Nope.

Speaker speaker_1: ... like my plan number or anything.

Speaker speaker_0: Yeah, so if you want I can just email it to you. Um, what staffing agency do you work for?

Speaker speaker_1: Um, it's AmeriStaff.

Speaker speaker_0: And then what are the last four of your Social?

Speaker speaker_1: Uh, 4861.

Speaker speaker_0: Is it Coty? With a T?

Speaker speaker_1: Um-

Speaker speaker_0: C-O-T-Y?

Speaker speaker_1: Coty. Yeah, it's Coty.

Speaker speaker_0: Is it um-

Speaker speaker_1: It's weird.

Speaker speaker_0: ... with a T?

Speaker speaker_1: Yeah, it's with a T.

Speaker speaker_0: Oh, okay, okay. And then can you please verify-

Speaker speaker_1: This is really different.

Speaker speaker_0: Oh, it's okay. Can you please verify your address and date of birth?

Speaker speaker_1: Yes, ma'am. Um, it's 30 Big River Lane in Glade Hill, Virginia. The zip code is 24092 and my birthday is December 22nd, 1997.

Speaker speaker_0: Okay, thank you. And then let's see. Do you still have the same number of 828-449-0217?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, so I was gonna tell you, um, that you actually don't have any active coverage but if you wanted to enroll I could send a eligibility review to be done to see if you're eligible for the enrollment, but at the time you don't have any active plans. And they don't auto enroll their new hires into anything, but if you were looking in to enroll I can go ahead and submit a eligibility review to be done to see if you're eligible. If you are eligible they'll notify me and then I can give you a call to inform you regarding all the plans, um, and if you're not, then I'll also let you know as well. Were you trying to enroll?

Speaker speaker_1: Well, that's the thing, I- I thought I was enrolled because I opted in through the agency and I thought I was getting, uh, a deduction in my pay checks because I followed what, uh, the hiring instructor said. And you know-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... I opted in.

Speaker speaker_0: Gotcha. Yeah, we don't... I'm looking to see we have any documents from you and we actually don't. We don't have any documents s- um, suggesting like benefits. Like I said, I can submit a eligibility review to be done and I'm actually looking at deductions and we don't have any as well. So, you- you're not enrolled into anything but if you're looking to enroll, I can definitely send a email to main office to do a eligibility review to see if you're eligible for the, um, enrollment. And then if you are we can start enrolling you into the plans. They don't start right away though. You have to wait for the first deduction to be done from your paycheck. Then that following Monday the plan becomes effective.

Speaker speaker_1: Okay. Uh, yeah, is it possible? Just 'cause I don't have any-

Speaker speaker_0: Yes, sir. Okay, so I'm going to go ahead and submit that eligibility review to be done and then it typically takes 24 hours for them to reach back out to me. If it takes less than that then I'm going to just give you a call as well. If you don't answer for some reason, I'll be leaving you a voicemail letting you know what they tell me as well as requesting a call back and sending you an email requesting a call back as well.

Speaker speaker_1: Okay. Is there anything I have to do regarding that? Um, just 'cause... The reason I'm asking is I was trying to go to the doctor's office today 'cause I had to leave work today because I got sick and they needed like a note.

Speaker speaker_0: Well, no, 'cause right now you wouldn't have active coverage. Like, so-so for example let's say you did enroll, um, and they still haven't done deductions, for you to become active they have to make the first deduction from your paycheck, then that following Monday your plan would become effective.

Speaker speaker_1: Okay.

Speaker speaker_0: So, you really would just have to wait now and see what they inform me of. Once they do let me know if you're eligible or not we can start the enrollment process. So like I said, the plans don't start right away. You have to allow your staffing agency to make that first deduction for whatever amount the plans are. Um, the weekly deduction really depends on how many plans you select, which ones they are, if you add dependents, so depending on what the total comes out to be. AmeriStaff would have to do the first deduction from your paycheck, then that following Monday the plan's become effective and once you enroll it typically takes one or two weeks for them to start doing that. It really just depends on your staffing agency.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: That's fine. I'm still, uh-

Speaker speaker_0: But again, I am... Mm-hmm?

Speaker speaker_1: I was gonna say, uh, no that's fine. I'm still willing to do it just 'cause I do need some insurance.

Speaker speaker_0: Gotcha. And I went ahead and emailed them so I should be getting informed probably today. If it's not today it'll be tomorrow, but if they do reach out to me today I'll just be giving you a call informing you, and then, um, hopefully you are eligible, but that has been done already so now I just gotta wait for that email back.

Speaker speaker_1: Okay. Thank you, I appreciate it.

Speaker speaker_0: You're welcome. Did you have any other questions?

Speaker speaker_1: Uh, no, ma'am. That was it.

Speaker speaker_0: All right, well I hope you have a great day. You should be hearing from me shortly.

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_0: Thank you.