

Transcript: Estefania

Acevedo-5539041016201216-6115025853530112

Full Transcript

Thank you for calling Benefits to Know card. My name is Stephanie. How can I assist you? Well, I, um, I had a question. Um, I signed up, uh, with the, for the health, um, dental and vision, um, through Innovative Staff Solutions, um. Mm-hmm. And I, I a- had asked the ladies, um, at the office some questions, but they told me to call this number because they weren't real familiar with how it worked. But my main question was, um, about re- 'cause I hadn't received a card yet in the mail and I wasn't sure how- I can... So I can check- ... that came out. ... to see if you're active already. 'Cause once you become- Okay. ... active, normally by the first or second week. But let me check to see real quick. Okay. What was the name of the staffing agency again? I'm sorry. Um, Innovative Staff Solutions. Okay. And then what are the last four numbers of your Social? 7834. And your first and last name? Sarah Alexander. And that's, uh, Sarah with an H. Okay. For security purposes, can you verify your address and date of birth? Yes. 711 North Columbia Street in, that's in Brazil, Indiana, 47834. And then you said you need my date of birth? Yes. What is it? I'm sorry. 3/13/1973. Thank you. And then I have 812-531-3741 as your phone number. Yes. That's correct. Okay. Thank you. Yeah. And then alexandriasaarah91@yahoo.com, is that up to date? Yes. Okay. Thank you. And it looks like you're still not active. We're waiting to see the first ded- deduction being received from your staffing agency. So once you see the first deduction of the 4015, the following Monday- Mm-hmm. ... the plan becomes active. And by that first or second week, you should be getting your cards mailed out to you. So you should be getting dental and vision, and then for your medical, which is your Intro Plus and Basic plan, that card, they normally don't mail it out to you. So if you do want a physical one, you're welcome to request it once you become active. Um, and then- Okay. ... we'll print that request. But we're still waiting on the first deduction to be done. Okay. All right. That makes sense. Um, so, uh, I, should I just give it a couple more weeks and see if, uh, I...

Conversation Format

Speaker speaker_0: Thank you for calling Benefits to Know card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Well, I, um, I had a question. Um, I signed up, uh, with the, for the health, um, dental and vision, um, through Innovative Staff Solutions, um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I, I a- had asked the ladies, um, at the office some questions, but they told me to call this number because they weren't real familiar with how it worked. But my main question was, um, about re- 'cause I hadn't received a card yet in the mail and I wasn't sure how-

Speaker speaker_0: I can... So I can check-

Speaker speaker_1: ... that came out.

Speaker speaker_0: ... to see if you're active already. 'Cause once you become-

Speaker speaker_1: Okay.

Speaker speaker_0: ... active, normally by the first or second week. But let me check to see real quick.

Speaker speaker_1: Okay.

Speaker speaker_0: What was the name of the staffing agency again? I'm sorry.

Speaker speaker_1: Um, Innovative Staff Solutions.

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

Speaker speaker_1: 7834.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sarah Alexander. And that's, uh, Sarah with an H.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Yes. 711 North Columbia Street in, that's in Brazil, Indiana, 47834. And then you said you need my date of birth?

Speaker speaker_0: Yes. What is it? I'm sorry.

Speaker speaker_1: 3/13/1973.

Speaker speaker_0: Thank you. And then I have 812-531-3741 as your phone number.

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then alexandriasaarah91@yahoo.com, is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Thank you. And it looks like you're still not active. We're waiting to see the first ded- deduction being received from your staffing agency. So once you see the first deduction of the 4015, the following Monday-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the plan becomes active. And by that first or second week, you should be getting your cards mailed out to you. So you should be getting dental and vision, and then for your medical, which is your Intro Plus and Basic plan, that card, they normally don't mail it out to you. So if you do want a physical one, you're welcome to request it once you become active. Um, and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we'll print that request. But we're still waiting on the first deduction to be done.

Speaker speaker_1: Okay. All right. That makes sense. Um, so, uh, I, should I just give it a couple more weeks and see if, uh, I...