

Transcript: Estefania

Acevedo-5678970379616256-4546825422553088

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Miss Stephanie. My name is Tatianna Aquino, and there seems to be an issue with, um, my application. I think that you guys maybe didn't receive it, or, um, I don't know, uh, what went wrong. But I know that back in February, I had done an enrollment form because my company, North Staffing, was changing, um, to Benefits in a Card from a, a previous insurance- Mm-hmm. ... that they had. And they said if you wanted any changes, to complete this form and email it- Right. ... to be- benefits@northstaffing.com, and that's where I emailed it back then. And I, I have here that I had checked off the MEC plan, the dental, vision, and behavioral health, and they're saying that I have VIP Classic and that I don't have, um, to get a PCP or something like that. So I'm confused- So I know- ... because- So I know all the enrollment stuff has to, has to be done through an enrollment form now. Um, we don't handle those changes anymore. But I do have to get in your file to be able to look at anything, if I'm completely honest, because I'm not looking at anything right now. Uh-huh. Um, what is the last four of your Social? The last four of my Social is 4315. And your first and last name again? Tatianna Aquino. For security purposes, can you verify your address and date of birth? My address should be 518 Grace Street, Catasauqua, PA 18032. And then I have- And what was- Um, uh- Do you have 65 North? Yes, ma'am. And then- Okay. ... what was your date of birth? I did, I did say 1805. Date of birth is 2-8-05. And then I have 720-709-0562. Mm-hmm. 5626- As your phone number? Yeah. Yeah. Okay. Let's see. Okay. So what we're they telling you that you... 'Cause I see that right now you currently have... It's loading, sorry. You have dental for employee only, short-term disability for employee only, vision for employee only, and then your VIP Classic for employee only which is \$23- No, that's not- ... in North Staffing. That's not what, that's not what my enrollment form said. Like, I know that they had said that when they made the changes, that if, um, you didn't do the enrollment form, they were gonna go with whatever you had in the previous insurance. So I went ahead and I did the enrollment form, and I sent it to where they said to send it, and now I find out that I guess they didn't either receive it or I- I don't know where the screw-up went, but, um, I was trying to make a, an appointment with a PCP, and I- Mm-hmm. They're saying I don't have the insurance for a PCP. Yeah, 'cause I don't, I don't see, I don't even see an enrollment form under the documents either. So I wouldn't be able to see, like, what you had before or what you submitted 'cause we don't even have that whatsoever. Right. All I see is the plan that- This is- ... you currently have. But yeah. And that you called on the 3rd April and that the plans were explained and benefit guide was sent. That's really it, all I have. And I know, like I said, um, we don't... Now when it comes to North- You said that I called on the 3rd of April? Yes. Mm-hmm. Yeah. And I just- And that's reset, I don't remember. ... um, an email. So is that... I don't understand. The, the email that I was given was benefits@northstaffing.com. Correct. But-

That would be my company. Um, because we don't handle the changes, enrollment, cancellations. Everything has to be done now via enrollment form and submitted to benefits@northstaffing.com. Benefits@northstaffing.com. Okay. So- Correct. ... that's where I had emailed this form to . So I don't understand what happened that you guys don't have the correct information. Give me one second. But like I said- So I will have to call... Because like I said, I don't have- Or try to call... I, I, I was sick not too- Mm-hmm. ... long ago, and I, I, I didn't even know where to go. I had to just deal with my symptoms. Okay. Um, give me one second. Let me see if there's, like, any way we can help you. Um, but I know now..... like- Okay. ... starting, I believe last week, we don't really take care of the enrollment form changes or cancellations anymore. We would have to direct you to that, um, benefits@northstaffing.com. But let me see if... Is there a- ... number that I could call? Um, yeah. G- give me one second. Let me find that out. Okay. Okay, thank you. And then you said that you filled it out and sent it there, right? That enrollment form. Yeah. Uh, um, it's... Yeah, it's dated February 1st. That's when I sent it. Okay. Okay, thank you. I'll be right back. I'm gonna put you in a brief hold. Okay. Okay, thank you for your hold. So what I'm gonna do is I'm gonna email our main office to reach out to Nora 'cause who should be having that is Nora Staffing. So I'm gonna email them to reach out to the main office to see if we could get that from them. And then you said it was- Okay. ... dated February the 1st, right? Right. And then when did you send it? 'Cause I'm gonna have to write all this information in the email. Do you remember? I believe I sent it that same day, if not the day before. So on the 1st or the 2nd? Or I'm sorry, the 1st or- Right. ... was it the 30th? Let me make sure how many days it is. So on the 1st or the 31st? Right. Okay, so I'm gonna send that email to the main office, and then they are gonna have to reach out to Nora to see if they, they can get that enrollment form from them. Okay. And then depending on what they tell me- Well, thank you, I- ... I'll be giving you a call to let you know. It'll probably take 24 hours to reach back to me. Um, I know we're not open tomorrow. Okay. If you don't hear from me today, you'll definitely hear from me on Monday. Okay. All right. Thank you so much. I appreciate your time, Miss Stephanie. You're welcome. I hope you have a great day. Okay. Thank you. You too. Enjoy your weekend. Thank you. You too. All right. Bye-bye.

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, Miss Stephanie. My name is Tatianna Aquino, and there seems to be an issue with, um, my application. I think that you guys maybe didn't receive it, or, um, I don't know, uh, what went wrong. But I know that back in February, I had done an enrollment form because my company, North Staffing, was changing, um, to Benefits in a Card from a, a previous insurance-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... that they had. And they said if you wanted any changes, to complete this form and email it-

Speaker speaker_0: Right.

Speaker speaker_1: ... to be- benefits@northstaffing.com, and that's where I emailed it back then. And I, I have here that I had checked off the MEC plan, the dental, vision, and behavioral health, and they're saying that I have VIP Classic and that I don't have, um, to get a PCP or something like that. So I'm confused-

Speaker speaker_0: So I know-

Speaker speaker_1: ... because-

Speaker speaker_0: So I know all the enrollment stuff has to, has to be done through an enrollment form now. Um, we don't handle those changes anymore. But I do have to get in your file to be able to look at anything, if I'm completely honest, because I'm not looking at anything right now.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, what is the last four of your Social?

Speaker speaker_1: The last four of my Social is 4315.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: Tatianna Aquino.

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

Speaker speaker_1: My address should be 518 Grace Street, Catasauqua, PA 18032.

Speaker speaker_0: And then I have-

Speaker speaker_1: And what was-

Speaker speaker_0: Um, uh-

Speaker speaker_1: Do you have 65 North?

Speaker speaker_0: Yes, ma'am. And then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... what was your date of birth?

Speaker speaker_1: I did, I did say 1805. Date of birth is 2-8-05.

Speaker speaker_0: And then I have 720-709-0562.

Speaker speaker_1: Mm-hmm. 5626-

Speaker speaker_0: As your phone number?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Okay. Let's see. Okay. So what we're they telling you that you... 'Cause I see that right now you currently have... It's loading, sorry. You have dental for employee only, short-term disability for employee only, vision for employee only, and then your VIP Classic for employee only which is \$23-

Speaker speaker_1: No, that's not-

Speaker speaker_0: ... in North Staffing.

Speaker speaker_1: That's not what, that's not what my enrollment form said. Like, I know that they had said that when they made the changes, that if, um, you didn't do the enrollment form, they were gonna go with whatever you had in the previous insurance. So I went ahead and I did the enrollment form, and I sent it to where they said to send it, and now I find out that I guess they didn't either receive it or I- I don't know where the screw-up went, but, um, I was trying to make a, an appointment with a PCP, and I-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They're saying I don't have the insurance for a PCP.

Speaker speaker_0: Yeah, 'cause I don't, I don't see, I don't even see an enrollment form under the documents either. So I wouldn't be able to see, like, what you had before or what you submitted 'cause we don't even have that whatsoever.

Speaker speaker_1: Right.

Speaker speaker_0: All I see is the plan that-

Speaker speaker_1: This is-

Speaker speaker_0: ... you currently have.

Speaker speaker_1: But yeah.

Speaker speaker_0: And that you called on the 3rd April and that the plans were explained and benefit guide was sent. That's really it, all I have. And I know, like I said, um, we don't... Now when it comes to North-

Speaker speaker_1: You said that I called on the 3rd of April?

Speaker speaker_0: Yes.

Speaker speaker_1: Mm-hmm. Yeah. And I just-

Speaker speaker_0: And that's reset, I don't remember.

Speaker speaker_1: ... um, an email. So is that... I don't understand. The, the email that I was given was benefits@northstaffing.com.

Speaker speaker_0: Correct. But-

Speaker speaker_1: That would be my company.

Speaker speaker_0: Um, because we don't handle the changes, enrollment, cancellations. Everything has to be done now via enrollment form and submitted to benefits@northstaffing.com.

Speaker speaker_1: Benefits@northstaffing.com. Okay. So-

Speaker speaker_0: Correct.

Speaker speaker_1: ... that's where I had emailed this form to . So I don't understand what happened that you guys don't have the correct information.

Speaker speaker_0: Give me one second. But like I said-

Speaker speaker_1: So I will have to call...

Speaker speaker_0: Because like I said, I don't have-

Speaker speaker_1: Or try to call... I, I, I was sick not too-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... long ago, and I, I, I didn't even know where to go. I had to just deal with my symptoms.

Speaker speaker_0: Okay. Um, give me one second. Let me see if there's, like, any way we can help you. Um, but I know now..... like-

Speaker speaker_1: Okay.

Speaker speaker_0: ... starting, I believe last week, we don't really take care of the enrollment form changes or cancellations anymore. We would have to direct you to that, um, benefits@northstaffing.com. But let me see if...

Speaker speaker_1: Is there a-

Speaker speaker_0: ... number that I could call? Um, yeah. G- give me one second. Let me find that out.

Speaker speaker_1: Okay. Okay, thank you.

Speaker speaker_0: And then you said that you filled it out and sent it there, right? That enrollment form.

Speaker speaker_1: Yeah. Uh, um, it's... Yeah, it's dated February 1st. That's when I sent it.

Speaker speaker_0: Okay. Okay, thank you. I'll be right back. I'm gonna put you in a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, thank you for your hold. So what I'm gonna do is I'm gonna email our main office to reach out to Nora 'cause who should be having that is Nora Staffing. So I'm gonna email them to reach out to the main office to see if we could get that from them. And then you said it was-

Speaker speaker_1: Okay.

Speaker speaker_0: ... dated February the 1st, right?

Speaker speaker_1: Right.

Speaker speaker_0: And then when did you send it? 'Cause I'm gonna have to write all this information in the email. Do you remember?

Speaker speaker_1: I believe I sent it that same day, if not the day before.

Speaker speaker_0: So on the 1st or the 2nd? Or I'm sorry, the 1st or-

Speaker speaker_1: Right.

Speaker speaker_0: ... was it the 30th? Let me make sure how many days it is. So on the 1st or the 31st?

Speaker speaker_1: Right.

Speaker speaker_0: Okay, so I'm gonna send that email to the main office, and then they are gonna have to reach out to Nora to see if they, they can get that enrollment form from them.

Speaker speaker_1: Okay.

Speaker speaker_0: And then depending on what they tell me-

Speaker speaker_1: Well, thank you, I-

Speaker speaker_0: ... I'll be giving you a call to let you know. It'll probably take 24 hours to reach back to me. Um, I know we're not open tomorrow.

Speaker speaker_1: Okay.

Speaker speaker_0: If you don't hear from me today, you'll definitely hear from me on Monday.

Speaker speaker_1: Okay. All right. Thank you so much. I appreciate your time, Miss Stephanie.

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

Speaker speaker_1: Okay. Thank you. You too. Enjoy your weekend.

Speaker speaker_0: Thank you. You too.

Speaker speaker_1: All right. Bye-bye.