

Transcript: Estefania

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Full Transcript

No. No. No. Yes. I'll, I'll, I'll say this is a ... no. Um, I'll say there is a problem. I can go get it. Sure. Okay. And let me get a 1095-A form to close off- ... the hour today That's fine. Thank you. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Uh, yes. I had insurance through you guys, and it says I need a, a 1095-A form or file my taxes. We don't do that. You would need to speak to your staffing agency. We only take care of the healthcare benefits. I did, and then she told, she gave me this number and told me I had to call you guys. So this number would be if you would wanna enroll. We don't do- Oh. ... that. I'm not sure why they keep telling the members that. Um, we only take care of the enrollment. Okay. So how do I get it? You would have to speak to your staffing agency. So do you wanna- I just said- Do you wanna en- like, if you wanna enroll, we can do that, but we don't take care of the taxes part. Okay. I'm getting the runaround now. I literally just got off the phone with her, she sent me to you guys. Yeah. This number's to enroll into the benefits. If you wanna enroll, then y- we can do the enrollment. That's what we do since we're the healthcare administration. But we don't- Okay. How do I get it? ... take care of that part. So how do I get that, that part? 'Cause I just got off the phone with them, and they gave me this number. So you need to speak to your staffing agencies. I'm not sure- I just got off the phone with 'em. ... why they gave you this number. Yeah. I don't, I don't understand why they gave you this number. So I would call them back. I just literally- We only take care... We only take care of the healthcare, um, part of it, so the enrollment. Okay. Mm-hmm. Well, thank you for nothing. You're welcome.

Conversation Format

Speaker speaker_1: No. No. No. Yes. I'll, I'll, I'll say this is a ... no. Um, I'll say there is a problem. I can go get it.

Speaker speaker_2: Sure.

Speaker speaker_1: Okay.

Speaker speaker_2: And let me get a 1095-A form to close off- ... the hour today

Speaker speaker_3: That's fine.

Speaker speaker_4: Thank you.

Speaker speaker_5: Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes. I had insurance through you guys, and it says I need a, a 1095-A form or file my taxes.

Speaker speaker_5: We don't do that. You would need to speak to your staffing agency. We only take care of the healthcare benefits.

Speaker speaker_1: I did, and then she told, she gave me this number and told me I had to call you guys.

Speaker speaker_5: So this number would be if you would wanna enroll. We don't do-

Speaker speaker_1: Oh.

Speaker speaker_5: ... that. I'm not sure why they keep telling the members that. Um, we only take care of the enrollment.

Speaker speaker_1: Okay. So how do I get it?

Speaker speaker_5: You would have to speak to your staffing agency. So do you wanna-

Speaker speaker_1: I just said-

Speaker speaker_5: Do you wanna en- like, if you wanna enroll, we can do that, but we don't take care of the taxes part.

Speaker speaker_1: Okay. I'm getting the runaround now. I literally just got off the phone with her, she sent me to you guys.

Speaker speaker_5: Yeah. This number's to enroll into the benefits. If you wanna enroll, then y- we can do the enrollment. That's what we do since we're the healthcare administration. But we don't-

Speaker speaker_1: Okay. How do I get it?

Speaker speaker_5: ... take care of that part.

Speaker speaker_1: So how do I get that, that part? 'Cause I just got off the phone with them, and they gave me this number.

Speaker speaker_5: So you need to speak to your staffing agencies. I'm not sure-

Speaker speaker_1: I just got off the phone with 'em.

Speaker speaker_5: ... why they gave you this number. Yeah. I don't, I don't understand why they gave you this number. So I would call them back.

Speaker speaker_1: I just literally-

Speaker speaker_5: We only take care... We only take care of the healthcare, um, part of it, so the enrollment.

Speaker speaker_1: Okay.

Speaker speaker_5: Mm-hmm.

Speaker speaker_1: Well, thank you for nothing.

Speaker speaker_5: You're welcome.