

## Transcript: Estefania

**Acevedo-6669545233498112-5940328673886208**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. My name is Adrienne. And so, I ass- I just got a email from my staffing agency today that, that I can call and, um, restart my benefits. I don't think they were very clear, um, during open enrollment, because I just assumed that they'd roll over. They didn't- I- ... but they didn't- I- ... explain anything. I can check. Um, give me one second. Okay. Yeah. What staffing agency do you work for? Partners. And then, what are the last four of your Social? 8542. And your first and last name, please? Adrienne Ridgewell. You said, "8542"? I don't think so. 5482. Okay. Thank you. Hm. So I don't see you in our system. You can- That sort of happens. If you- That's why I just gave up. I, I mean, a few years I called this place and they couldn't even find me in the system. Hm. So, but then, they've just been telling me, "Well, your benefits are gonna roll over and be the same." But, I mean, something's wrong. I can- This whole time. I can check- Okay. ... to see if I find you. Um, but you are gonna have to give me your full Social for that and then, oh, let me see- Okay. ... if you have an account with your full Social. Um, can I see- Well, I, I know that I was enrolled in the benefits last year. Okay. And I assumed they would just roll over like usual. Anyway, should I give you my Social Security number? Yeah. Just so that I'm s- just to see if I can even find you, because with the two, like, numbers that you gave me- ... I didn't see you at all. I don't know. I mean, that's why, I mean, I, I, this... I thought they were just hiring temps or something. I called, when I called into the open enrollment a few years ago- Mm-hmm. ... they, they couldn't find me. They said, "Oh- I don't know. Fair. ... you don't..." But I think they found me and they said, "You don't work here anymore." Oh, man. I don't know. So I'm just like, I'm not gonna deal with it. Anyway, are you ready to take in my Social Security number? Mm-hmm. 524-88-8542. Adrienne Ridgewell? Yes. Okay. And then, can you please verify your full address and date of birth for me? It's 10/8/56 is my birth date and my address is 5820 South Windermere, Littleton, Colorado, 80120. Is 720-594-8016 your number still? Um... I, yeah, that is one of my numbers. Um, I mean- Okay. ... that's my number that I have recorded with the company. Mm-hmm. Which is one reason, I mean, I, that, I mean, this is a pretty basic phone, and so, 'cause I don't text on it much. So yeah, that's my number. Okay. And then I have booklover88@gmail.com. It's not Gmail. It's Proton Mail. Okay. Thank you. Let me fix that. Okay. So, yeah, you don't have any active coverage anymore. Um, you went into COBRA. It looks like the last week that you had coverage- No. I mean, they just- ... was for- ... that's what I said. They just, they emailed me that I can, uh, renew my benefits. Mm-hmm. And that I should call. I don't, I would, I don't... I mean, they don't keep me updated. I don't, I don't know. Um, I just assumed they were gonna roll over my benefits from last year. So the last, yeah, the last, well, the last week that you actually had active coverage was from the week of January 6th up until the 12th. Then, the week of the January 13th, the 20th, the 27th, the 3rd and the 10th of February, um, th- those

weeks didn't have any deductions outta your paycheck, so due to that, the plan got canceled. By the fifth week of no deductions from your paycheck, that plan gets completely canceled and you go into COBRA. Well, like I said, I didn't... I mean, uh, I don't think they d- I mean, I never fill out their surveys- Mm-hmm. ... 'cause they're not... peo-... One of the main reasons is they're not anonymous, and they don't... Th- this year, they just gave us almost no information about the open enrollment. Hmm. There was nothing. I mean, on my - Mm-hmm. ... on this phone, I mean, I, I don't know. I don't think they sent a brochure or anything, so I just- Yeah, I'm not- ... guess this is... Well, why doesn't it roll over? Why wouldn't it just roll over? I'm not sure how the staffing agencies communicate it with their employees. I know normally, um, text messages are sent out, but I'm not really sure how the staffing agencies- Well, I really don't like- ... translate it to their employees. ... them to text me. I... Anyway, they're pretty... They're not that helpful, but anyway, they told me that I should restart my benefits, and I shut off without purpose. So, the only periods you're eligible to enroll are within your first 30 days of receiving your paycheck or within company open enrollment. Since you're outside of that, you wouldn't be eligible to enroll anymore. Uh- I don't know about that because, um, because... Okay, the way they do it, uh, um, is they just rehired me. I mean, we just started a, a new project on, um, the 27th of January. So, um, so I was rehired then. Okay, so in that case, I would have to do a eligibility review, and the main office would have to verify if you are eligible or not to enroll into the benefits. Okay, well, um- Um, typically, um- ... I'm in... Yeah. I don't- I mean, I don't... I never used these benefits, but, uh, I just figure it's good to have 'em, you know, just as a backup. But if you could do the eligibility- Mm-hmm. Why didn't they tell me that? I mean, they must've had a reason. I'm not sure, 'cause like I said- Mm-hmm. ... we're not... We don't work in Partners Personnel. We just administrate- Uh-huh. ... their agency. So like I said- Hmm. ... I'm not sure how they communicate- Okay, I understand. Well- ... with their employees. I'm sorry to be, um, interrupting you. Well, if you wanted to do the eligibility review- Mm-hmm. ... I'd appreciate it. Okay, yeah. And, uh- I'll go ahead and send that, and then it typically takes 24 hours for them to, um, to give me a answer pho-... So most likely, I'll be reaching back tomorrow. Is that a good contact number to call you at, the 720- You can reach me- 5-9.- ... at this number. The... Yeah, it's good 'cause I'm... I'll be working on my other phone, and I'll be able to answer this phone more easily. Okay, that's fine. So I'll go ahead and send that, and then you should just be waiting for me to get a response. If you don't answer for some reason, I'll leave you a voice message as well, letting you know- Okay. ... what they told me. Okay? I'll let it \*\*\*\*\*. Thank you so much. Y- you're welcome. Did you have any other questions? That's it. I appreciate it. Okay, thank you. Have a nice day. You too. Thank you. 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. My name is Adrienne. And so, I ass- I just got a email from my staffing agency today that, that I can call and, um, restart my benefits. I don't think they were very clear, um, during open enrollment, because I just assumed that they'd roll over. They

didn't-

Speaker speaker\_0: I-

Speaker speaker\_1: ... but they didn't-

Speaker speaker\_0: I-

Speaker speaker\_1: ... explain anything.

Speaker speaker\_0: I can check. Um, give me one second.

Speaker speaker\_1: Okay. Yeah.

Speaker speaker\_0: What staffing agency do you work for?

Speaker speaker\_1: Partners.

Speaker speaker\_0: And then, what are the last four of your Social?

Speaker speaker\_1: 8542.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Adrianne Ridgewell.

Speaker speaker\_0: You said, "8542"?

Speaker speaker\_1: I don't think so. 5482.

Speaker speaker\_0: Okay. Thank you. Hm. So I don't see you in our system. You can-

Speaker speaker\_1: That sort of happens.

Speaker speaker\_0: If you-

Speaker speaker\_1: That's why I just gave up. I, I mean, a few years I called this place and they couldn't even find me in the system.

Speaker speaker\_0: Hm.

Speaker speaker\_1: So, but then, they've just been telling me, "Well, your benefits are gonna roll over and be the same." But, I mean, something's wrong.

Speaker speaker\_0: I can-

Speaker speaker\_1: This whole time.

Speaker speaker\_0: I can check-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to see if I find you. Um, but you are gonna have to give me your full Social for that and then, oh, let me see-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... if you have an account with your full Social. Um, can I see-

Speaker speaker\_1: Well, I, I know that I was enrolled in the benefits last year.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And I assumed they would just roll over like usual. Anyway, should I give you my Social Security number?

Speaker speaker\_0: Yeah. Just so that I'm s- just to see if I can even find you, because with the two, like, numbers that you gave me- ... I didn't see you at all.

Speaker speaker\_1: I don't know. I mean, that's why, I mean, I, I, this... I thought they were just hiring temps or something. I called, when I called into the open enrollment a few years ago-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... they, they couldn't find me. They said, "Oh-

Speaker speaker\_0: I don't know. Fair.

Speaker speaker\_1: ... you don't..." But I think they found me and they said, "You don't work here anymore."

Speaker speaker\_0: Oh, man.

Speaker speaker\_1: I don't know. So I'm just like, I'm not gonna deal with it. Anyway, are you ready to take in my Social Security number?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 524-88-8542.

Speaker speaker\_0: Adrienne Ridgewell?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, can you please verify your full address and date of birth for me?

Speaker speaker\_1: It's 10/8/56 is my birth date and my address is 5820 South Windermere, Littleton, Colorado, 80120.

Speaker speaker\_0: Is 720-594-8016 your number still?

Speaker speaker\_1: Um... I, yeah, that is one of my numbers. Um, I mean-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... that's my number that I have recorded with the company.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Which is one reason, I mean, I, that, I mean, this is a pretty basic phone, and so, 'cause I don't text on it much. So yeah, that's my number.

Speaker speaker\_0: Okay. And then I have booklover88@gmail.com.

Speaker speaker\_1: It's not Gmail. It's Proton Mail.

Speaker speaker\_0: Okay. Thank you. Let me fix that. Okay. So, yeah, you don't have any active coverage anymore. Um, you went into COBRA. It looks like the last week that you had coverage-

Speaker speaker\_1: No. I mean, they just-

Speaker speaker\_0: ... was for-

Speaker speaker\_1: ... that's what I said. They just, they emailed me that I can, uh, renew my benefits.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And that I should call. I don't, I would, I don't... I mean, they don't keep me updated. I don't, I don't know. Um, I just assumed they were gonna roll over my benefits from last year.

Speaker speaker\_0: So the last, yeah, the last, well, the last week that you actually had active coverage was from the week of January 6th up until the 12th. Then, the week of the January 13th, the 20th, the 27th, the 3rd and the 10th of February, um, th- those weeks didn't have any deductions outta your paycheck, so due to that, the plan got canceled. By the fifth week of no deductions from your paycheck, that plan gets completely canceled and you go into COBRA.

Speaker speaker\_1: Well, like I said, I didn't... I mean, uh, I don't think they d- I mean, I never fill out their surveys-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 'cause they're not... peo-... One of the main reasons is they're not anonymous, and they don't... Th- this year, they just gave us almost no information about the open enrollment.

Speaker speaker\_0: Hmm.

Speaker speaker\_1: There was nothing. I mean, on my -

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... on this phone, I mean, I, I don't know. I don't think they sent a brochure or anything, so I just-

Speaker speaker\_0: Yeah, I'm not-

Speaker speaker\_1: ... guess this is... Well, why doesn't it roll over? Why wouldn't it just roll over?

Speaker speaker\_0: I'm not sure how the staffing agencies communicate it with their employees. I know normally, um, text messages are sent out, but I'm not really sure how the staffing agencies-

Speaker speaker\_1: Well, I really don't like-

Speaker speaker\_0: ... translate it to their employees.

Speaker speaker\_1: ... them to text me. I... Anyway, they're pretty... They're not that helpful, but anyway, they told me that I should restart my benefits, and I shut off without purpose.

Speaker speaker\_0: So, the only periods you're eligible to enroll are within your first 30 days of receiving your paycheck or within company open enrollment. Since you're outside of that, you wouldn't be eligible to enroll anymore. Uh-

Speaker speaker\_1: I don't know about that because, um, because... Okay, the way they do it, uh, um, is they just rehired me. I mean, we just started a, a new project on, um, the 27th of January. So, um, so I was rehired then.

Speaker speaker\_0: Okay, so in that case, I would have to do a eligibility review, and the main office would have to verify if you are eligible or not to enroll into the benefits.

Speaker speaker\_1: Okay, well, um-

Speaker speaker\_0: Um, typically, um-

Speaker speaker\_1: ... I'm in... Yeah. I don't- I mean, I don't... I never used these benefits, but, uh, I just figure it's good to have 'em, you know, just as a backup. But if you could do the eligibility-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Why didn't they tell me that? I mean, they must've had a reason.

Speaker speaker\_0: I'm not sure, 'cause like I said-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... we're not... We don't work in Partners Personnel. We just administrate-

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: ... their agency. So like I said-

Speaker speaker\_1: Hmm.

Speaker speaker\_0: ... I'm not sure how they communicate-

Speaker speaker\_1: Okay, I understand. Well-

Speaker speaker\_0: ... with their employees.

Speaker speaker\_1: I'm sorry to be, um, interrupting you. Well, if you wanted to do the eligibility review-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... I'd appreciate it.

Speaker speaker\_0: Okay, yeah.

Speaker speaker\_1: And, uh-

Speaker speaker\_0: I'll go ahead and send that, and then it typically takes 24 hours for them to, um, to give me a answer pho-... So most likely, I'll be reaching back tomorrow. Is that a good contact number to call you at, the 720-

Speaker speaker\_1: You can reach me-

Speaker speaker\_0: 5-9.-

Speaker speaker\_1: ... at this number. The... Yeah, it's good 'cause I'm... I'll be working on my other phone, and I'll be able to answer this phone more easily.

Speaker speaker\_0: Okay, that's fine. So I'll go ahead and send that, and then you should just be waiting for me to get a response. If you don't answer for some reason, I'll leave you a voice message as well, letting you know-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... what they told me. Okay?

Speaker speaker\_1: I'll let it \*\*\*\*\* . Thank you so much.

Speaker speaker\_0: Y- you're welcome. Did you have any other questions?

Speaker speaker\_1: That's it. I appreciate it.

Speaker speaker\_0: Okay, thank you. Have a nice day.

Speaker speaker\_1: You too. Thank you. Bye.

Speaker speaker\_0: Bye.