

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Mr. Riley on behalf of Hospitality Staffing Solutions. Hello. This is Christopher speaking. How are you? Good. How are you today, sir? I'm awesome. We were giving you a call about the insurance enrollment form that you had filled out April 9th, um, due to the fact that you selected the VIP Standard and ME/C Enhanced- W- what... So- ... which unfortunately... Go ahead. So I could tell you exactly what that is. Mm-hmm. When I was doing the filling, I could not un-select one and it just glitched it. So basically, I had selected the VIP and then I attached the eye care and the, uh, bottom tab. Those were great. Yet I wasn't trying to do the one that was like 50 or 60. That was the extra one, that wouldn't come off, and I even showed that to the hiring manager. I understood. So that's what happened. Yeah. I just wanted the VIP and then if you could specify the tabs at the bottom, I know it was dental and eye care if I'm not mistaken, that I wanted to select, if that's what's on there. Oh. That makes sense. So actually if click on dental and critical illness was actually already comes included in that VIP Standard. Oh. So I'll switch it to the vision instead. Yes. It's vision and VIP. That would be great. All right. So you just wanted those three services, medical, vision and dental. Correct? Right. And the only other thing is, um, are you- Mm-hmm. ... the follow-up person that does the actual facilitation? Because they said in roughly a week, they would have something set up. I just, I think maybe because I messed up my paperwork, they wasn't able to move forward. So we actually only handle the health insurance portion of the benefits with the staffing companies. Mm-hmm. As far as the job itself goes, you'll have to speak with them directly regarding it. Can you transfer me or do you have a number, um, by chance or no? Unfortunately, no. 'Cause we do service all hospital... I mean, all Hospitality Staffing, sorry, Solutions offices around the whole country. So we have a couple- Okay. Thank you. Yeah. ... different ones that don't have any other- That's Okay. Well, I, I will let that be that. I appreciate you. Thank you very much. Of course. The only thing I did want to let you know, Mr. Riley, is once you start working with them, it might take them one to two deductions to start making your coverage deductions. But once you see the very first one, following Monday will be when that policy is gonna be effective for you and Friday of that activation, they send their benefit cards out. Okay. That's fine. I appreciate it. Thank you for your time. Have a great day. You as well.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Mr. Riley on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: Hello. This is Christopher speaking. How are you?

Speaker speaker_1: Good. How are you today, sir?

Speaker speaker_2: I'm awesome.

Speaker speaker_1: We were giving you a call about the insurance enrollment form that you had filled out April 9th, um, due to the fact that you selected the VIP Standard and ME/C Enhanced-

Speaker speaker_2: W- what... So-

Speaker speaker_1: ... which unfortunately... Go ahead.

Speaker speaker_2: So I could tell you exactly what that is.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: When I was doing the filling, I could not un-select one and it just glitched it. So basically, I had selected the VIP and then I attached the eye care and the, uh, bottom tab. Those were great. Yet I wasn't trying to do the one that was like 50 or 60. That was the extra one, that wouldn't come off, and I even showed that to the hiring manager.

Speaker speaker_1: I understood. So that's what happened.

Speaker speaker_2: Yeah. I just wanted the VIP and then if you could specify the tabs at the bottom, I know it was dental and eye care if I'm not mistaken, that I wanted to select, if that's what's on there.

Speaker speaker_1: Oh. That makes sense. So actually if click on dental and critical illness was actually already comes included in that VIP Standard.

Speaker speaker_2: Oh.

Speaker speaker_1: So I'll switch it to the vision instead.

Speaker speaker_2: Yes. It's vision and VIP. That would be great.

Speaker speaker_1: All right. So you just wanted those three services, medical, vision and dental. Correct?

Speaker speaker_2: Right. And the only other thing is, um, are you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... the follow-up person that does the actual facilitation? Because they said in roughly a week, they would have something set up. I just, I think maybe because I messed up my paperwork, they wasn't able to move forward.

Speaker speaker_1: So we actually only handle the health insurance portion of the benefits with the staffing companies.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: As far as the job itself goes, you'll have to speak with them directly regarding it.

Speaker speaker_2: Can you transfer me or do you have a number, um, by chance or no?

Speaker speaker_1: Unfortunately, no. 'Cause we do service all hospital... I mean, all Hospitality Staffing, sorry, Solutions offices around the whole country. So we have a couple-

Speaker speaker_2: Okay. Thank you. Yeah.

Speaker speaker_1: ... different ones that don't have any other-

Speaker speaker_2: That's

Speaker speaker_3: Okay. Well, I, I will let that be that. I appreciate you. Thank you very much.

Speaker speaker_1: Of course. The only thing I did want to let you know, Mr. Riley, is once you start working with them, it might take them one to two deductions to start making your coverage deductions. But once you see the very first one, following Monday will be when that policy is gonna be effective for you and Friday of that activation, they send their benefit cards out.

Speaker speaker_3: Okay. That's fine. I appreciate it.

Speaker speaker_1: Thank you for your time. Have a great day.

Speaker speaker_3: You as well.