

Transcript: Francesca

Baez-4560794840252416-5599993399918592

Full Transcript

Thank you for calling Benefits in Accrds. My name is Francesca. How can I assist you today? Uh, yes, I was calling about the Carlton Staffing open enrollment. Okay, and how can we assist in regards to that? Okay, I was in Carlton Staffing for about six months, but anyway, the, the company hired me, but if I wanted to, uh, you know, stay in, stay in, in touch, you know, like a better job comes along, it's an okay job, but I'm still looking for a better job, uh, do I, how, what do I got to do to kind of like stay in, to, uh, touch with, uh, Carlton? So in case something better comes up, I can go look into that? You'll have to speak with them in regards to that. We only administer their health insurance. So anything that has to do job-related, you need to speak with them in regards to it. Mm-hmm. Okay. And, and as far as the health insurance, you know, I got that little card. It's got Carlton Staffing on there and some other ones. Uh, how does that work? You, is that like a... You have to go through a specified provider or how does that work? That'll go into dependent to which plans you're currently enrolled into. I will have to take a look and see your policy. What are the last four of your Social? Uh, six, seven, five, two. And the last name? Uh, Kubest, K-U-B-E-S. What's the first name? C.W., C and a W. Okay. Please verify your mailing address and date of birth to make sure I'm in the right account. Uh, PO Box 743, which is 219 Baron Street, East Bernard, Texas 77435, 4/12/1957. I have best contact 979-257-2843. Yes, that's my number. I have your email down as B-U-B-R-O-A-R-K@hotmail.com. The what? Yes, sir. I have your email down as B-U-B-R-O-A-R-K@hotmail.com. Not, that's not my email. Okay, what would be a good email for you? Uh, it's countrysonny@hotmail.com.

C-O-U-N-T-R-Y-S-O-N-N-Y@hotmail.com. Okay. So the current plan that you're active on is a medical preventative care plan. So they're out of enrollment. It does have a network requirement. I can send you the network provider's information so they can advise you who near your area and will be within that network that your plan has requirement. Mm-hmm. Now, as far as it goes, once you start working with them, the benefit itself keeps active by having a deduction from a paycheck that your staffing company is issuing. Once there is no paycheck, there won't be any way to make the deduction from. Mm-hmm. You do have the opportunity to make four payments out of pocket, but by the fifth week of there being no paycheck to make a deduction from, the policy will cancel itself automatically. Okay, after four weeks? Yes, sir. After four weeks of no deduction being received, by the fifth, it will cancel itself. But if you make an out of pocket of, uh, you said what? Make an out of pocket, you can keep the insurance? No, sir. You have the opportunity to make four out-of-pocket payments, but it doesn't mean that you'll be able to keep the insurance as the insurance is assigned for actively working employees of the staffing companies. Oh, okay. You can make four payments out of pocket, mm-hmm, before the system cancels the policy. Okay. All right. Well, I'm going to have to talk to, uh, I'm going to talk to Carlton then. Understood. Okay. Okay. All

right then. Thank you then. Of course. Was there anything else I can assist you with today? No, that's all. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Okay. Thank you. All right. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accrds. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, I was calling about the Carlton Staffing open enrollment.

Speaker speaker_0: Okay, and how can we assist in regards to that?

Speaker speaker_1: Okay, I was in Carlton Staffing for about six months, but anyway, the, the company hired me, but if I wanted to, uh, you know, stay in, stay in, in touch, you know, like a better job comes along, it's an okay job, but I'm still looking for a better job, uh, do I, how, what do I got to do to kind of like stay in, to, uh, touch with, uh, Carlton? So in case something better comes up, I can go look into that?

Speaker speaker_0: You'll have to speak with them in regards to that. We only administer their health insurance. So anything that has to do job-related, you need to speak with them in regards to it.

Speaker speaker_1: Mm-hmm. Okay. And, and as far as the health insurance, you know, I got that little card. It's got Carlton Staffing on there and some other ones. Uh, how does that work? You, is that like a... You have to go through a specified provider or how does that work?

Speaker speaker_0: That'll go into dependent to which plans you're currently enrolled into. I will have to take a look and see your policy. What are the last four of your Social?

Speaker speaker_1: Uh, six, seven, five, two.

Speaker speaker_0: And the last name?

Speaker speaker_1: Uh, Kubest, K-U-B-E-S.

Speaker speaker_0: What's the first name?

Speaker speaker_1: C.W., C and a W.

Speaker speaker_0: Okay. Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_1: Uh, PO Box 743, which is 219 Baron Street, East Bernard, Texas 77435, 4/12/1957.

Speaker speaker_0: I have best contact 979-257-2843.

Speaker speaker_1: Yes, that's my number.

Speaker speaker_0: I have your email down as B-U-B-R-O-A-R-K@hotmail.com.

Speaker speaker_1: The what?

Speaker speaker_0: Yes, sir. I have your email down as B-U-B-R-O-A-R-K@hotmail.com.

Speaker speaker_1: Not, that's not my email.

Speaker speaker_0: Okay, what would be a good email for you?

Speaker speaker_1: Uh, it's countrysonny@hotmail.com.
C-O-U-N-T-R-Y-S-O-N-N-Y@hotmail.com.

Speaker speaker_0: Okay. So the current plan that you're active on is a medical preventative care plan. So they're out of enrollment. It does have a network requirement. I can send you the network provider's information so they can advise you who near your area and will be within that network that your plan has requirement.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, as far as it goes, once you start working with them, the benefit itself keeps active by having a deduction from a paycheck that your staffing company is issuing. Once there is no paycheck, there won't be any way to make the deduction from.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You do have the opportunity to make four payments out of pocket, but by the fifth week of there being no paycheck to make a deduction from, the policy will cancel itself automatically.

Speaker speaker_1: Okay, after four weeks?

Speaker speaker_0: Yes, sir. After four weeks of no deduction being received, by the fifth, it will cancel itself.

Speaker speaker_1: But if you make an out of pocket of, uh, you said what? Make an out of pocket, you can keep the insurance?

Speaker speaker_0: No, sir. You have the opportunity to make four out-of-pocket payments, but it doesn't mean that you'll be able to keep the insurance as the insurance is assigned for actively working employees of the staffing companies.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: You can make four payments out of pocket, mm-hmm, before the system cancels the policy.

Speaker speaker_1: Okay. All right. Well, I'm going to have to talk to, uh, I'm going to talk to Carlton then.

Speaker speaker_0: Understood.

Speaker speaker_1: Okay. Okay. All right then. Thank you then.

Speaker speaker_0: Of course. Was there anything else I can assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Okay. Thank you. All right. Bye.