

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Acquire. My name is Francesca. How can I assist you today? Hey, how you doing? Good. How are you today? I'm doing good. I was calling because, um, I recently seen that... Well, I had originally signed up for it and it came on my check, but I can't log in. I can't log in to check on my benefits. So if you're talking about the website where you click enroll or decline coverage, that website is only for that purpose. It's not gonna allow you to see any currently active coverage. You'll have to go into the carrier's website to be able to see that. And what's considered the carrier's website? So the carrier website will be the owners of the plan that you are enrolled into. We only administer the services. I'll have to take a look into your policy to see which carriers you currently have. What staffing company do you work with? Uh, PRC. And what are the last four of your social and the last name, please? 2251 and King, K-I-N-G. Could you please verify your mailing address and date of birth to make sure I have the correct account in front of me? 20... Oh, I'm sorry. 6023 Crystal Drive, Lot 215. And you said the mailing address? Yes, sir. And then your date of birth. Oh, 07/31/2005. We have the best phone number to reach you down as 334-922-0376? Yes, ma'am. And we have your email down as first name, last name, additionalnumber1@yahoo.com? Yes. Okay. So you're going to be with the carrier American Public Life. That's the owner of the VIP Standard Plan. However, your benefits are not active yet. We haven't received payment to activate them. Ma'am? Yes, sir. Your benefits is not active yet. We haven't received payment to activate your benefits yet. So even, um, when they take it out my check, it's still not active? So it might have been taken out of your check, but we haven't received that yet. Uh-huh. Your staffing company is the only one that has access to your pay stub. The latest that we receive payments for coverage are Wednesdays. So we'll have to wait to see if by end of today or Wednesday we receive the payment. But once your benefits do become active, Friday of your activation week, American Public Life will send you an e-version of your benefit card. That specific carrier- Okay. Then I- ... for some reason their medical plans, they only do a digital card. So if you did want a hard copy once you become active, just give us a call back and we can submit our request for that. And then- Okay. ... the only other website that you might need for the current benefits you selected will be the FreeRx website. Once you become active, there is an additional step of registration, but FreeRx itself will send you an email, welcome you to their membership, and then it will have the link for you to register there. Yeah. Okay. Thank you so much. Of course. So if you did see the deduction last week, I would recommend giving us a call tomorrow to see if we received the payment, if it was properly processed and sent to us. Okay. Thank you so much. Of course. And then, um, just a little heads up, if we don't see it and you did see it, I will also recommend having either a screenshot or a scan of that pay stub, um, 'cause if we don't receive it by tomorrow, Wednesday, and you did see it

last week, then we can open an investigation. Okay. Thank you. Of course. It was my pleasure. Do you have any other questions for me today? No, ma'am. That'll be it. All right. I do hope you have a wonderful rest of your day and thank you for your time today. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Acquire. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, how you doing?

Speaker speaker_1: Good. How are you today?

Speaker speaker_2: I'm doing good. I was calling because, um, I recently seen that... Well, I had originally signed up for it and it came on my check, but I can't log in. I can't log in to check on my benefits.

Speaker speaker_1: So if you're talking about the website where you click enroll or decline coverage, that website is only for that purpose. It's not gonna allow you to see any currently active coverage. You'll have to go into the carrier's website to be able to see that.

Speaker speaker_2: And what's considered the carrier's website?

Speaker speaker_1: So the carrier website will be the owners of the plan that you are enrolled into. We only administer the services. I'll have to take a look into your policy to see which carriers you currently have. What staffing company do you work with?

Speaker speaker_2: Uh, PRC.

Speaker speaker_1: And what are the last four of your social and the last name, please?

Speaker speaker_2: 2251 and King, K-I-N-G.

Speaker speaker_1: Could you please verify your mailing address and date of birth to make sure I have the correct account in front of me?

Speaker speaker_2: 20... Oh, I'm sorry. 6023 Crystal Drive, Lot 215. And you said the mailing address?

Speaker speaker_1: Yes, sir. And then your date of birth.

Speaker speaker_2: Oh, 07/31/2005.

Speaker speaker_1: We have the best phone number to reach you down as 334-922-0376?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as first name, last name, additionalnumber1@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're going to be with the carrier American Public Life. That's the owner of the VIP Standard Plan. However, your benefits are not active yet. We haven't received payment to activate them.

Speaker speaker_2: Ma'am?

Speaker speaker_1: Yes, sir. Your benefits is not active yet. We haven't received payment to activate your benefits yet.

Speaker speaker_2: So even, um, when they take it out my check, it's still not active?

Speaker speaker_1: So it might have been taken out of your check, but we haven't received that yet.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Your staffing company is the only one that has access to your pay stub. The latest that we receive payments for coverage are Wednesdays. So we'll have to wait to see if by end of today or Wednesday we receive the payment. But once your benefits do become active, Friday of your activation week, American Public Life will send you an e-version of your benefit card. That specific carrier-

Speaker speaker_2: Okay. Then I-

Speaker speaker_1: ... for some reason their medical plans, they only do a digital card. So if you did want a hard copy once you become active, just give us a call back and we can submit our request for that. And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the only other website that you might need for the current benefits you selected will be the FreeRx website. Once you become active, there is an additional step of registration, but FreeRx itself will send you an email, welcome you to their membership, and then it will have the link for you to register there.

Speaker speaker_2: Yeah. Okay. Thank you so much.

Speaker speaker_1: Of course. So if you did see the deduction last week, I would recommend giving us a call tomorrow to see if we received the payment, if it was properly processed and sent to us.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Of course. And then, um, just a little heads up, if we don't see it and you did see it, I will also recommend having either a screenshot or a scan of that pay stub, um, 'cause if we don't receive it by tomorrow, Wednesday, and you did see it last week, then we can open an investigation.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Of course. It was my pleasure. Do you have any other questions for me today?

Speaker speaker_2: No, ma'am. That'll be it.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker_2: You too.