

Transcript: Francesca

Baez-4885950214225920-5039662933000192

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Ms. Richardson on behalf of Hospitality Staffing Solutions. This is her. Okay. We're giving you a call because we're the company that administers the health insurance for the staffing company you're applied with. Okay. So we were ... Okay. ... processing this form that you had filled out Jul- January, sorry, 16th, 2025, where you had requested medical plan for yourself, but you selected group accident for employee and children. Um, but Ms. Bailey, we didn't have any information for the children's you wanted on that group accident policy. Uh, I am pregnant with an unborn one. Okay. So unfortunately, till the child is born, you're unable to provide any insurance policy for them. Okay. So I can only submit this enrollment for yourself only, okay? Okay. All right. And then that'll still keep it at... Actually, it's gonna lower it a bit. It's gonna be \$18.67 per paycheck. Once you start working with Hospitality- Okay. Is there- Go ahead. Is there a way that I don't, uh... Actually, yeah, I'll do that, because I don't know. Will that mess up my Medicaid for my pregnancy? I will recommend not enrolling and checking with your office first, just due to the fact that- Okay. ... we administer health insurance countrywide. So depending- Okay. ... on the state, the rules are different. I recommend- Okay. ... contacting the office and checking with them if you are able to, um, 'cause your question is one of the greatest questions. To be honest, there are a lot of customers that enrolled into it thinking that it won't affect, and then through state laws, they end up missing the- I mean, losing the benefit, so I recommend- All right. ... checking with them 'cause you'll have enough time to enroll. You won't have a deadline till you start working with them, and when you receive that first paycheck, that will be when the days will start being counted down to 30 days after that very first paycheck. Okay. Uh, yeah, I'll call back. All right, so I'll process that declination for now and notate that you're gonna make sure, um, with the Office of Medicaid if you're able to enroll in here without affecting- Okay. ... your current benefits. And what kind of, uh, insurance are y'all through? So we only administer the health insurance, but the plans that they're offering are PPO-limited plans. Okay. Okay. All right. Thank you. And then... ... Of course. And then, if you like, I can also send you a copy of their benefit guide, so you can have a little bit more of a structured definition of what those plans will cover. Okay. Yeah. All right. I'll send it to your email from our office, which will be at Benefits in a Card. There will be- Okay. ... a PDF file attached to that email. Okay. All right. Well, is there anything else ... that we can assist you with today or that you might have questions about? Uh, if I do go with that, do I just call this number back, or...? Yes, ma'am. Anything that has to do with the health insurance, you'll give us a call, and anything- Okay. ... that has to do with that specifically, you'll reach out to Hospitality Staffing Solutions directly. Okay. Thank you. All right. Hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Good afternoon. My name is Francesca with Benefits in a Card. I'm looking to speak with Ms. Richardson on behalf of Hospitality Staffing Solutions.

Speaker speaker_2: This is her.

Speaker speaker_0: Okay. We're giving you a call because we're the company that administers the health insurance for the staffing company you're applied with.

Speaker speaker_2: Okay.

Speaker speaker_0: So we were ... Okay.

Speaker speaker_2: ... processing this form that you had filled out Jul- January, sorry, 16th, 2025, where you had requested medical plan for yourself, but you selected group accident for employee and children. Um, but Ms. Bailey, we didn't have any information for the children's you wanted on that group accident policy. Uh, I am pregnant with an unborn one. Okay. So unfortunately, till the child is born, you're unable to provide any insurance policy for them. Okay. So I can only submit this enrollment for yourself only, okay? Okay.

Speaker speaker_0: All right. And then that'll still keep it at... Actually, it's gonna lower it a bit. It's gonna be \$18.67 per paycheck. Once you start working with Hospitality-

Speaker speaker_2: Okay. Is there-

Speaker speaker_0: Go ahead.

Speaker speaker_2: Is there a way that I don't, uh... Actually, yeah, I'll do that, because I don't know. Will that mess up my Medicaid for my pregnancy?

Speaker speaker_0: I will recommend not enrolling and checking with your office first, just due to the fact that-

Speaker speaker_2: Okay.

Speaker speaker_0: ... we administer health insurance countrywide. So depending-

Speaker speaker_2: Okay.

Speaker speaker_0: ... on the state, the rules are different. I recommend-

Speaker speaker_2: Okay.

Speaker speaker_0: ... contacting the office and checking with them if you are able to, um, 'cause your question is one of the greatest questions. To be honest, there are a lot of

customers that enrolled into it thinking that it won't affect, and then through state laws, they end up missing the- I mean, losing the benefit, so I recommend-

Speaker speaker_2: All right.

Speaker speaker_0: ... checking with them 'cause you'll have enough time to enroll. You won't have a deadline till you start working with them, and when you receive that first paycheck, that will be when the days will start being counted down to 30 days after that very first paycheck.

Speaker speaker_2: Okay. Uh, yeah, I'll call back.

Speaker speaker_0: All right, so I'll process that declination for now and notate that you're gonna make sure, um, with the Office of Medicaid if you're able to enroll in here without affecting-

Speaker speaker_2: Okay.

Speaker speaker_0: ... your current benefits.

Speaker speaker_2: And what kind of, uh, insurance are y'all through?

Speaker speaker_0: So we only administer the health insurance, but the plans that they're offering are PPO-limited plans.

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: All right.

Speaker speaker_2: Thank you. And then... ..

Speaker speaker_0: Of course. And then, if you like, I can also send you a copy of their benefit guide, so you can have a little bit more of a structured definition of what those plans will cover.

Speaker speaker_2: Okay. Yeah.

Speaker speaker_0: All right. I'll send it to your email from our office, which will be at Benefits in a Card. There will be-

Speaker speaker_2: Okay.

Speaker speaker_0: ... a PDF file attached to that email.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Well, is there anything else ... that we can assist you with today or that you might have questions about?

Speaker speaker_2: Uh, if I do go with that, do I just call this number back, or...?

Speaker speaker_0: Yes, ma'am. Anything that has to do with the health insurance, you'll give us a call, and anything-

Speaker speaker_2: Okay.

Speaker speaker_0: ... that has to do with that specifically, you'll reach out to Hospitality Staffing Solutions directly.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: All right. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too. Bye.