

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits with No Card. My name is Francesca. How can I assist you today? Yes, my name is Tatayla Bates and I was trying to see, um, what all do I have that is on my coverage. I received something in the mail, but not my insurance card and I think it was supposed to kick in. Which staffing company do you work with? Um, WorkSmart Staffing. What are the last four of the social? 3045. Please verify your mailing address and date of birth for me. 289 Cromer Road, Cartwheel, Georgia 30643. And what else is nee- I'm sorry? Just date of birth. Oh, sorry, 10/3/'89. I have this email down as B-O-O-S-K-I 12 at outlook.com. Yeah. And currently we do not have a phone number. Is it okay to use the one you're calling on today? Yes, this is my cell number. So you said you have not gotten anything in the mail? No. It said there should be something- Okay. Um, it came from TeleDoc Help. So more than likely- Um, who is this? Pardon? I'm sorry, but I don't know if that has anything to do with y'all. So more than likely you haven't received it due to the fact that that benefit card could still be in trans. You became active last Monday the 21st, so they did not send that out till the Friday, which was the 25th. So more than likely it's just- Oh. ... still en route on its way to you. Oh, okay, okay, okay. Got you. Okay, so my next question. I have an eye doctor appointment today. Will I still be able to go or do you think I need to wait til I receive my insurance card? Because I was trying to see what I in the, um, like in their set things, like their set things for them to be able to, um, use my insurance. So I don't... Okay. So prior to answering that, I would like to answer the previous thing you stated of receiving something about TeleHealth. Yes. It actually does have to do with your benefits. It is... Oh, they actually stopped providing it. So it was supposed to be a virtual urgent care package that they used to provide some staffing companies with the medical plan that you selected, which is a preventative. Mm-hmm. Unfortunately, it does show that WorkSmart particularly does not offer virtual services with your selected plan. Now to answer the current question you made about the vision, it's not going to cover, ma'am, because you didn't request vision benefits. You only requested- Oh. ... to be enrolled. Okay. Okay. Okay. You were auto enrolled actually. You were auto enrolled into their medical preventative, but you did not put any requests for benefits. Okay. Okay. So, so okay. So they only... Mm-hmm. Oh, yeah, okay. So they only processed the auto enrollment into the medical preventative. To have vision or dental, you would had to have called in to get it. Um, with your current situation, let me see when they have that open enrollment period. It's going to be this summer- No, no. I do what... I, I just didn't have, I just didn't have the, all the information I needed to call y'all to make sure I had everything. Darn. Okay. Yes, ma'am. So currently you'll have to wait til the summer to be able to enroll into vision or dental. The only thing you currently have active is that medical preventative. Oh, God. If it's the December, okay, I want to go ahead and opt out of that because it's no use in me having that because I don't need, I don't need that right now. I need my eye and dental

and by then I'll probably be hired in. So you can go ahead and opt me out, if you don't mind. Okay. Sure. So I just need the verbal disclosures since my line is recorded that today you would like to cancel the current benefit with WorkSmart, correct? Yeah. All right. I put in the request. Please keep in mind our cancellations do take seven to ten business days, so you might experience one or two deductions while it's being completed. Okay, that'll be fine. All right. You are all set. Was there anything else we can assist you with today? No, that's, that's all. All right. I hope you have a wonderful rest of your day. Thank you for your time today. All right. Thank you. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits with No Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, my name is Tatayla Bates and I was trying to see, um, what all do I have that is on my coverage. I received something in the mail, but not my insurance card and I think it was supposed to kick in.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Um, WorkSmart Staffing.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: 3045.

Speaker speaker_0: Please verify your mailing address and date of birth for me.

Speaker speaker_1: 289 Cromer Road, Cartwheel, Georgia 30643. And what else is nee- I'm sorry?

Speaker speaker_0: Just date of birth.

Speaker speaker_1: Oh, sorry, 10/3/'89.

Speaker speaker_0: I have this email down as B-O-O-S-K-I 12 at outlook.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: And currently we do not have a phone number. Is it okay to use the one you're calling on today?

Speaker speaker_1: Yes, this is my cell number.

Speaker speaker_0: So you said you have not gotten anything in the mail?

Speaker speaker_1: No. It said there should be something-

Speaker speaker_0: Okay.

Speaker speaker_1: Um, it came from TeleDoc Help.

Speaker speaker_0: So more than likely-

Speaker speaker_1: Um, who is this? Pardon? I'm sorry, but I don't know if that has anything to do with y'all.

Speaker speaker_0: So more than likely you haven't received it due to the fact that that benefit card could still be in trans. You became active last Monday the 21st, so they did not send that out till the Friday, which was the 25th. So more than likely it's just-

Speaker speaker_1: Oh.

Speaker speaker_0: ... still en route on its way to you.

Speaker speaker_1: Oh, okay, okay, okay. Got you. Okay, so my next question. I have an eye doctor appointment today. Will I still be able to go or do you think I need to wait til I receive my insurance card? Because I was trying to see what I in the, um, like in their set things, like their set things for them to be able to, um, use my insurance. So I don't...

Speaker speaker_0: Okay. So prior to answering that, I would like to answer the previous thing you stated of receiving something about TeleHealth.

Speaker speaker_1: Yes.

Speaker speaker_0: It actually does have to do with your benefits. It is... Oh, they actually stopped providing it. So it was supposed to be a virtual urgent care package that they used to provide some staffing companies with the medical plan that you selected, which is a preventative.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Unfortunately, it does show that WorkSmart particularly does not offer virtual services with your selected plan. Now to answer the current question you made about the vision, it's not going to cover, ma'am, because you didn't request vision benefits. You only requested-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to be enrolled.

Speaker speaker_1: Okay. Okay. Okay.

Speaker speaker_0: You were auto enrolled actually. You were auto enrolled into their medical preventative, but you did not put any requests for benefits.

Speaker speaker_1: Okay. Okay. So, so okay.

Speaker speaker_0: So they only... Mm-hmm.

Speaker speaker_1: Oh, yeah, okay.

Speaker speaker_0: So they only processed the auto enrollment into the medical preventative. To have vision or dental, you would had to have called in to get it. Um, with your current situation, let me see when they have that open enrollment period. It's going to be this

summer-

Speaker speaker_1: No, no. I do what... I, I just didn't have, I just didn't have the, all the information I needed to call y'all to make sure I had everything. Darn. Okay.

Speaker speaker_0: Yes, ma'am. So currently you'll have to wait til the summer to be able to enroll into vision or dental. The only thing you currently have active is that medical preventative.

Speaker speaker_1: Oh, God. If it's the December, okay, I want to go ahead and opt out of that because it's no use in me having that because I don't need, I don't need that right now. I need my eye and dental and by then I'll probably be hired in. So you can go ahead and opt me out, if you don't mind.

Speaker speaker_0: Okay. Sure. So I just need the verbal disclosures since my line is recorded that today you would like to cancel the current benefit with WorkSmart, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. I put in the request. Please keep in mind our cancellations do take seven to ten business days, so you might experience one or two deductions while it's being completed.

Speaker speaker_1: Okay, that'll be fine.

Speaker speaker_0: All right. You are all set. Was there anything else we can assist you with today?

Speaker speaker_1: No, that's, that's all.

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

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right.