

## **Transcript: Francesca**

**Baez-5282992513269760-5025939257475072**

### **Full Transcript**

Thank you for calling my name is Francesca, how can I assist you today? Yes, ma'am. I don't have my ID number or anything, but I can give you my Social to pull me up. Because I'm trying to check on my dental coverage. Okay, what staffing company do you work with? It was with, um, it was with TRSC Staffing, but if you, if I'm no longer there, I want to see about keeping it. So, I can't actually answer that without getting it. You wouldn't be able to. All of the health benefits insurance offered by the staffing companies are strictly for actively working employees. Okay. Okay, is it still active right now? I will have to take a look, what are the last four of the Social? 0186. And the last name? G-I-BBS, Gibbs. Could you please verify your mailing address and date of birth? 1905 Glen Road, Grafton, South Carolina 29053. And what was the date of birth? 9/27/67. I'm going to have your contact information with the phone number 803-403-7424, with the email of first and last name@yaho.com? Yeah. Let's see. Yes, Miss Gibbs, so we did receive payment for this week's benefits, so you are still active for this week. Um, do you know if you're still going to be receiving any more paychecks from them? Uh, probably just one- one or two more. Okay. So if those paychecks have your deductions on them, which more than likely they will, of the 562, you're going to still be active with those benefits. If you want to just double check, you can always give us a call Monday or Tuesday of each week to check if you are active during that week. Okay. And if not- Do you need anything- I said, if not, I just have to... Uh, they don't offer, they don't offer other coverage, COBRA coverage? They do. Let me see if those two are on them. So once you're no longer receiving any paychecks from them, for those deductions to be sent over to us, you are going to be able to make four payments in total out of your pocket. But it will only be those four, because by the fifth consecutive week of there being no payment received from those deductions, the system is going to cancel the policy out. And then by then, you'll be COBRA eligible based on the information provided to us that dental and vision is also offered by COBRA, so you'll be able to continue with them later on. Yeah, but how much would it be out of pocket if I don't keep taking out my check no more? So those four payments out of pocket with us will be \$5.66 per week. Per week? Okay. Yes, ma'am. No, I can see here... Go ahead. Huh? No, no, go ahead. I just need to wait though, right? Huh? Yes, ma'am. Yes, ma'am. So if you want to just... Okay, um, what I was saying is, if you're asking if you have to keep waiting, um, as far as to check and see how many more weeks you'll be active with us, that is correct. You'll have to call in to see if we receive your payment. And then, by Tuesday, Wednesdays, we should be able to let you know whether or not we are not going to receive a payment that week. Okay. I did want to ask, I see here that this will be your third week being active. Did you need me to provide you digital copies of your benefit cards? Yeah. Send it to my, uh, email address please. Understood. And was there any other information you would like me to provide to you today? No, uh-uh. Thank you so much, I appreciate you. Of course. Our phone

number and operat- hours of operation, sorry, are going to be on that email so you can always give us a call during that timeframe to see if your benefits will be active for that week. Okay then. Thank you so much, baby. It was a pleasure, I hope you have a wonderful rest of your day, Miss Gibbs. And you too, sweetheart. Thank you, bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling my name is Francesca, how can I assist you today?

Speaker speaker\_1: Yes, ma'am. I don't have my ID number or anything, but I can give you my Social to pull me up. Because I'm trying to check on my dental coverage.

Speaker speaker\_0: Okay, what staffing company do you work with?

Speaker speaker\_1: It was with, um, it was with TRSC Staffing, but if you, if I'm no longer there, I want to see about keeping it.

Speaker speaker\_0: So, I can't actually answer that without getting it. You wouldn't be able to. All of the health benefits insurance offered by the staffing companies are strictly for actively working employees.

Speaker speaker\_1: Okay. Okay, is it still active right now?

Speaker speaker\_0: I will have to take a look, what are the last four of the Social?

Speaker speaker\_1: 0186.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: G-I-BBS, Gibbs.

Speaker speaker\_0: Could you please verify your mailing address and date of birth?

Speaker speaker\_1: 1905 Glen Road, Grafton, South Carolina 29053.

Speaker speaker\_0: And what was the date of birth?

Speaker speaker\_1: 9/27/67.

Speaker speaker\_0: I'm going to have your contact information with the phone number 803-403-7424, with the email of first and last name@yaho.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Let's see. Yes, Miss Gibbs, so we did receive payment for this week's benefits, so you are still active for this week. Um, do you know if you're still going to be receiving any more paychecks from them?

Speaker speaker\_1: Uh, probably just one- one or two more.

Speaker speaker\_0: Okay. So if those paychecks have your deductions on them, which more than likely they will, of the 562, you're going to still be active with those benefits. If you want to just double check, you can always give us a call Monday or Tuesday of each week to check if you are active during that week.

Speaker speaker\_1: Okay. And if not-

Speaker speaker\_0: Do you need anything-

Speaker speaker\_1: I said, if not, I just have to... Uh, they don't offer, they don't offer other coverage, COBRA coverage?

Speaker speaker\_0: They do. Let me see if those two are on them. So once you're no longer receiving any paychecks from them, for those deductions to be sent over to us, you are going to be able to make four payments in total out of your pocket. But it will only be those four, because by the fifth consecutive week of there being no payment received from those deductions, the system is going to cancel the policy out. And then by then, you'll be COBRA eligible based on the information provided to us that dental and vision is also offered by COBRA, so you'll be able to continue with them later on.

Speaker speaker\_1: Yeah, but how much would it be out of pocket if I don't keep taking out my check no more?

Speaker speaker\_0: So those four payments out of pocket with us will be \$5.66 per week.

Speaker speaker\_1: Per week? Okay.

Speaker speaker\_0: Yes, ma'am. No, I can see here... Go ahead.

Speaker speaker\_1: Huh?

Speaker speaker\_0: No, no, go ahead.

Speaker speaker\_1: I just need to wait though, right? Huh?

Speaker speaker\_0: Yes, ma'am. Yes, ma'am. So if you want to just... Okay, um, what I was saying is, if you're asking if you have to keep waiting, um, as far as to check and see how many more weeks you'll be active with us, that is correct. You'll have to call in to see if we receive your payment. And then, by Tuesday, Wednesdays, we should be able to let you know whether or not we are not going to receive a payment that week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I did want to ask, I see here that this will be your third week being active. Did you need me to provide you digital copies of your benefit cards?

Speaker speaker\_1: Yeah. Send it to my, uh, email address please.

Speaker speaker\_0: Understood. And was there any other information you would like me to provide to you today?

Speaker speaker\_1: No, uh-uh. Thank you so much, I appreciate you.

Speaker speaker\_0: Of course. Our phone number and operat- hours of operation, sorry, are going to be on that email so you can always give us a call during that timeframe to see if your benefits will be active for that week.

Speaker speaker\_1: Okay then. Thank you so much, baby.

Speaker speaker\_0: It was a pleasure, I hope you have a wonderful rest of your day, Miss Gibbs.

Speaker speaker\_1: And you too, sweetheart.

Speaker speaker\_0: Thank you, bye-bye.

Speaker speaker\_1: Bye-bye.