

Transcript: Francesca

Baez-5329221541609472-5318518483107840

Full Transcript

Thank you for calling Benefits InterCard. My name is Francesca. How can I assist you today? Oh, yes. Uh, my name is Gary Purvis and I was calling about my coverage with y'all. Uh, I have a notice for a COBRA continuation coverage. Okay. From who? It's, uh, group 9416, HG Staffing LLC. No, sir. I apologize. I'm asking who is that coverage continuation letter from and how can we help you with it? Excuse me? Yes, sir. Once again, my question is, who issued the coverage continuation letter and how can we help you with it? Uh... Well, it's got y'all's number and everything for the contact- And so actually, what is the purpose of this call? To find out, uh, how I will continue my coverage with y'all. Understood. Let's take a look at your eligibility. What are the last four of your Social? 6563. Could you verify your mailing address for me and date of birth? Can... My address is 1047 Highway 218, Greensburg, Kentucky 42743. My, uh, date of birth is 12/30/1966. We have the best contact same as you called on, 7... I mean, 27, sorry, 0-4-0-3-2-2-5-4. Yeah. And that spells your email down as your first initial, your last name, number is 707@gmail.com? Yes. Now, sir, based on the status of your account, were you trying to reinstate the same policy that you had previously for VIP Classic, Vision, Term Life, Critical Illness, Short-Term Disability, and Dental for Employee Only? Yes. Okay, understood. So you are still within that period. I'll be able to submit that reinstatement without the need of any documentation being submitted. Bear with me one moment while I process it for you, okay? Okay. All right. And same as previously, that total is gonna come out to be the 31.82 per paycheck. Do you give verbal authorization to HG Staffing to start making those deductions for you? Well, I'm no longer with HG Staffing. So I'm a bit confused now, sir. These benefits are only for HG Staffing employees and we're not a carrier company. We're an administrator. So unless you're trying to continue coverage with your staffing company, you're unfortunately calling the wrong place. Okay. Well, except for the COBRA coverage, the contract due off. So it must be that you click on the wrong prop. You need to call the 800-833-4296 and you need to listen for the COBRA op. Otherwise, you're going to be transferred to us or 90 Degree. Oh, okay. Bear with me one moment. I'll try to get you with a live agent to prevent any further circulation of you ending up in the wrong department. Okay. One moment, please. All right. Mr. Purvi? Yeah. Are you still there, sir? Okay. So I have you on the wait list. You just have to wait for a representative to answer. Let them know you want to continue coverage with COBRA, okay? Okay. Well, I'm on lunch right now, so... Okay, then you'll have to call on your own time, sir. The only type of assistance I can assist you with this current call that we cannot handle is to get you on the right place. Aside from that, you have to call them directly, sir. You're calling the wrong company entirely. I can give you a phone number if you like for you to try it on your own, but Benefits InterCard won't be able to give you continuation of benefits. Okay. What's the phone number? Would you like that phone number? It's 800- Yeah. Okay. -833- All right. -4296. Okay. And you're going to choose option

one and listen to the automated system. Okay. All right. Have a great day. Okay. Thank you.

Conversation Format

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

Speaker speaker_1: Oh, yes. Uh, my name is Gary Purvis and I was calling about my coverage with y'all. Uh, I have a notice for a COBRA continuation coverage.

Speaker speaker_0: Okay. From who?

Speaker speaker_1: It's, uh, group 9416, HG Staffing LLC.

Speaker speaker_0: No, sir. I apologize. I'm asking who is that coverage continuation letter from and how can we help you with it?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. Once again, my question is, who issued the coverage continuation letter and how can we help you with it?

Speaker speaker_1: Uh... Well, it's got y'all's number and everything for the contact-

Speaker speaker_0: And so actually, what is the purpose of this call?

Speaker speaker_1: To find out, uh, how I will continue my coverage with y'all.

Speaker speaker_0: Understood. Let's take a look at your eligibility. What are the last four of your Social?

Speaker speaker_1: 6563.

Speaker speaker_0: Could you verify your mailing address for me and date of birth?

Speaker speaker_1: Can... My address is 1047 Highway 218, Greensburg, Kentucky 42743. My, uh, date of birth is 12/30/1966.

Speaker speaker_0: We have the best contact same as you called on, 7... I mean, 27, sorry, 0-4-0-3-2-2-5-4.

Speaker speaker_1: Yeah.

Speaker speaker_0: And that spells your email down as your first initial, your last name, number is 707@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Now, sir, based on the status of your account, were you trying to reinstate the same policy that you had previously for VIP Classic, Vision, Term Life, Critical Illness, Short-Term Disability, and Dental for Employee Only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, understood. So you are still within that period. I'll be able to submit that reinstatement without the need of any documentation being submitted. Bear with me one moment while I process it for you, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. And same as previously, that total is gonna come out to be the 31.82 per paycheck. Do you give verbal authorization to HG Staffing to start making those deductions for you?

Speaker speaker_1: Well, I'm no longer with HG Staffing.

Speaker speaker_0: So I'm a bit confused now, sir. These benefits are only for HG Staffing employees and we're not a carrier company. We're an administrator. So unless you're trying to continue coverage with your staffing company, you're unfortunately calling the wrong place.

Speaker speaker_1: Okay. Well, except for the COBRA coverage, the contract due off.

Speaker speaker_0: So it must be that you click on the wrong prop. You need to call the 800-833-4296 and you need to listen for the COBRA op. Otherwise, you're going to be transferred to us or 90 Degree.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Bear with me one moment. I'll try to get you with a live agent to prevent any further circulation of you ending up in the wrong department.

Speaker speaker_1: Okay.

Speaker speaker_0: One moment, please.

Speaker speaker_1: All right.

Speaker speaker_0: Mr. Purvi?

Speaker speaker_1: Yeah.

Speaker speaker_0: Are you still there, sir? Okay. So I have you on the wait list. You just have to wait for a representative to answer. Let them know you want to continue coverage with COBRA, okay?

Speaker speaker_1: Okay. Well, I'm on lunch right now, so...

Speaker speaker_0: Okay, then you'll have to call on your own time, sir. The only type of assistance I can assist you with this current call that we cannot handle is to get you on the right place. Aside from that, you have to call them directly, sir. You're calling the wrong company entirely. I can give you a phone number if you like for you to try it on your own, but Benefits InterCard won't be able to give you continuation of benefits.

Speaker speaker_1: Okay. What's the phone number?

Speaker speaker_0: Would you like that phone number? It's 800-

Speaker speaker_1: Yeah. Okay.

Speaker speaker_0: -833-

Speaker speaker_1: All right.

Speaker speaker_0: -4296.

Speaker speaker_1: Okay.

Speaker speaker_0: And you're going to choose option one and listen to the automated system.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Have a great day.

Speaker speaker_1: Okay. Thank you.