

Transcript: Francesca

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Full Transcript

What the fuck? What the fuck? This is Francesca. How can I assist you today? Hey, uh, my name's Joseph Anderson. I applied for, uh, insurance through you guys last week through, uh, the temp agency I'm working with, and I just haven't heard back yet, and they said to give you a call to figure that out. What staffing company do you work with? Uh, Doherty Staffing. What are the last four of the SSN? Uh, 3459. Please verify the mailing address and date of birth to make sure I have the right account in front of me. Uh, date of birth is 01/16/95 and the mailing address is 2312 10th Avenue, South St. Cloud, Minnesota 56301. May I have the phone number to contact? 320-406-8355? Yep. We have your email first last name@... gmail.com. Yep. The reason why you haven't heard back from anyone, sir, is 'cause you processed your enrollment online. These are PPO limited plans. They're not like major medical insurances. I want you to do the first payment, following Monday coverage becomes effective. Same week of activation Friday will be when the carriers are gonna be sending out those benefit cards and the longest they should take to get to you will be three to four weeks max. Oh, yeah, so I, I should have it, you're saying, sorry? It just doesn't mean- No, sir- ... kicked in, yeah? Okay, so the first thing was you didn't hear back from us 'cause you processed your own enrollment online. We don't do any follow-ups for online enrollment. Oh, okay. The system just processes. The second thing that I advised you of is so you don't know when your coverage will become effective. We don't have access to your pay stub. We only administer the health insurance itself, so the systems that want to be the one taking care of the rest as of now. When you see the first deduction, following Monday coverage will be effective, same week of activation Friday. Oh, okay. Okay. Keep an eye on my pay stubs. Once it's taken out, it should be working the next week. You guys can't really give me any updates because I applied separately. Okay. That sounds good. I appreciate it. Of course. Um, I do want to clarify in a sense, yes, sir, you kind of got the base of it, but the reason- Yeah. ... why we cannot give you a time frame is because we don't have access to your paycheck. So, we can't tell you when the deduction will be taken out. Your staffing company is the only one that has access to it. And then- Okay. ... as far as when the benefit cards are going to get there, only your carrier has access to that. To our understanding- Oh, okay. ... we only have an average time frame. Okay, I appreciate it. Of course. Um, you're more than welcome to keep calling in on Mondays to see whenever it's active. Usually one day- Oh, and- ... after your activation date will be when your e-version of the benefit cards will be available for you. Okay, I appreciate it. Of course. Was there anything else we can assist you with today? Uh, that was it. All right. Hope you have a wonderful rest of your day. Thank you for your time today. Yep. Goodbye.

Conversation Format

Speaker speaker_0: What the fuck? What the fuck?

Speaker speaker_1: This is Francesca. How can I assist you today?

Speaker speaker_0: Hey, uh, my name's Joseph Anderson. I applied for, uh, insurance through you guys last week through, uh, the temp agency I'm working with, and I just haven't heard back yet, and they said to give you a call to figure that out.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_0: Uh, Doherty Staffing.

Speaker speaker_1: What are the last four of the SSN?

Speaker speaker_0: Uh, 3459.

Speaker speaker_1: Please verify the mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_0: Uh, date of birth is 01/16/95 and the mailing address is 2312 10th Avenue, South St. Cloud, Minnesota 56301.

Speaker speaker_1: May I have the phone number to contact? 320-406-8355?

Speaker speaker_0: Yep.

Speaker speaker_1: We have your email first last name@... gmail.com.

Speaker speaker_0: Yep.

Speaker speaker_1: The reason why you haven't heard back from anyone, sir, is 'cause you processed your enrollment online. These are PPO limited plans. They're not like major medical insurances. I want you to do the first payment, following Monday coverage becomes effective. Same week of activation Friday will be when the carriers are gonna be sending out those benefit cards and the longest they should take to get to you will be three to four weeks max.

Speaker speaker_0: Oh, yeah, so I, I should have it, you're saying, sorry? It just doesn't mean-

Speaker speaker_1: No, sir-

Speaker speaker_0: ... kicked in, yeah?

Speaker speaker_1: Okay, so the first thing was you didn't hear back from us 'cause you processed your own enrollment online. We don't do any follow-ups for online enrollment.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: The system just processes. The second thing that I advised you of is so you don't know when your coverage will become effective. We don't have access to your pay stub. We only administer the health insurance itself, so the systems that want to be the one taking care of the rest as of now. When you see the first deduction, following Monday

coverage will be effective, same week of activation Friday.

Speaker speaker_0: Oh, okay. Okay. Keep an eye on my pay stubs. Once it's taken out, it should be working the next week. You guys can't really give me any updates because I applied separately. Okay. That sounds good. I appreciate it.

Speaker speaker_1: Of course. Um, I do want to clarify in a sense, yes, sir, you kind of got the base of it, but the reason-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... why we cannot give you a time frame is because we don't have access to your paycheck. So, we can't tell you when the deduction will be taken out. Your staffing company is the only one that has access to it. And then-

Speaker speaker_0: Okay.

Speaker speaker_1: ... as far as when the benefit cards are going to get there, only your carrier has access to that. To our understanding-

Speaker speaker_0: Oh, okay.

Speaker speaker_1: ... we only have an average time frame.

Speaker speaker_0: Okay, I appreciate it.

Speaker speaker_1: Of course. Um, you're more than welcome to keep calling in on Mondays to see whenever it's active. Usually one day-

Speaker speaker_0: Oh, and-

Speaker speaker_1: ... after your activation date will be when your e-version of the benefit cards will be available for you.

Speaker speaker_0: Okay, I appreciate it.

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_0: Uh, that was it.

Speaker speaker_1: All right. Hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_0: Yep. Goodbye.