

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Hi, Francesca. I just wanted to learn more about Benefits in a Card. I'm a new employee. I'm at ATC Healthcare. Okay. So we're just the administrators. What I can give you information in regards to is the benefits that your staffing company, ATC, offers. Okay. So their benefits are limited PPO coverage for health insurance. The way that the insurance will work is depending on how many plans, as well as if you're adding a dependent and which plan you select, um, will depend on how much your policy itself will come out to be, since each plan is sold separately. And then the only dependents they currently allowing members to enroll into is the spouses and child's. Okay, that's perfect. I actually won't have any dependents. Is there any way that you could maybe email me some plan options so that I can decide which would best benefit me? Yes, ma'am. I can send you a copy of their benefit guide. Okay. Bear with me one moment. Okay. What would be the best email to send the benefit guide to? Um, C as in Charlie, E as in Echo, V as in Victor, E as in Echo, double T as in Tango, double E as in Echo, @yahoo.com. Okay, so I have C as in Charlie, E as in Echo, V as in Victor, E as in Echo, double T as in Thomas, and double E as in Echo @yahoo.com? Yes, ma'am. All right. Okay. So let me know when you see it. It's gonna be from our office email, which is info@benefitsinacard, and it will be titled Benefit Guide. Okay. And now, while we wait for it to come, as far as the deduction itself come, the benefits are gonna be weekly benefits, so depending on whether or not you get paid biweekly or weekly will depend on how the frequency of the payments being taken out is. And then your staffing company's the only one that has access to your pay stub, so they will take out the payment from your paycheck once you start working. And the payment will be deducted prior to you receiving your paycheck itself. Okay. I'm gonna check the spam box. Sure thing. Sure. Yeah. I haven't received it just yet. Okay. Yeah, it's just a text message, but I haven't received the email yet. Hm, it normally doesn't take this long. I still haven't received anything. Have you checked the junk and spam mail? On our side, it says that it went out already at 9:01. Okay. Yes, ma'am. I'm checking the spam. Let's refresh. Nothing there. And then the regular inbox, also nothing there. Hm. And that's C-E-V-E-T-T-E-E@Yahoo.com? Yes, ma'am. Okay. That's interesting. Um, do you mind if I maybe provide another email address? Sure thing. Okay. Let me know when you're ready. Go ahead. Um, N as in Nancy, E as in Echo, P as in Papa, O as in Oscar, R as in Romeo, S as in Sierra, H as in Hotel... Actually, I just received it in the other email. Oh, okay. Okay. Open the attachment. Okay, perfect. So, um, so is it okay if I just take maybe the next 30 minutes to an hour to kind of review what you sent over to me and then I'll call back to decide what would be a good option for me? Yes, ma'am, of course. So as of right now, since you're still in the process of being technically hired, you don't have a deadline. Um, however, once you do start working and you receive that very first paycheck, 30 days after that first paycheck

will be the deadline. But until you do not start working, you do not have any deadline as of right now for, to process that enrollment. Okay, perfect. I've actually already started working. Mm-hmm. Let me see when I received the first paycheck. One second. Um, if not, I can also take a look- Yeah. ... into our system and it will tell me if you have a deadline already as well. Okay, sure. My name is, um, Catherine with a C, Eason- And what- ... E-A-S-O-N. What are the last four of the social? 6782. I'm sorry, 9782. That's okay. 9782. All right, and then just to make sure that I have accessed the correct account, could you verify your mailing address and date of birth for me? Yes, of course. 328 Branch Street, Southeast Pelham, Georgia, 31779. And the date of birth is January 1st, 1978. I have fast contact, 229-319-4290. Yes, ma'am. And then we have your address down as... Oh, the same email that we used actually. Yes, ma'am. Okay. So it shows that you received that first paycheck from the pay period that ended on February 7th. So you have this week to get enrolled into coverage 'cause the very last day of your open enrollment period personal is Sunday, but we're closed Sunday, Saturdays. Okay. So essentially the last day that you guys are open would be Friday, so I would need to enroll by this Friday, the 7th? Yes, ma'am. Okay. Perfecto. Thank you so much. Of course, it was my pleasure. And then our hours of operations are gonna be on that email but we're open 8:00 AM to 2:00 PM that Monday through Friday. Okay. Sounds perfect. Uh, anything else or any other questions you may have? No, ma'am. Thank you so much. I'm just gonna take a look here and then I'll just give you guys a call back. All right. And then if you come across, since ... insurance, even if you're not ready to know which plans you're gonna be enrolled into, you can always give us a call back and we clarify anything for you. Okay. Yes, ma'am. All right, have a great day and we look forward to hearing back from you. Yes, ma'am. You too. Thank you so much. My pleasure. Goodbye. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi, Francesca. I just wanted to learn more about Benefits in a Card. I'm a new employee. I'm at ATC Healthcare.

Speaker speaker_0: Okay. So we're just the administrators. What I can give you information in regards to is the benefits that your staffing company, ATC, offers.

Speaker speaker_1: Okay.

Speaker speaker_0: So their benefits are limited PPO coverage for health insurance. The way that the insurance will work is depending on how many plans, as well as if you're adding a dependent and which plan you select, um, will depend on how much your policy itself will come out to be, since each plan is sold separately. And then the only dependents they currently allowing members to enroll into is the spouses and child's.

Speaker speaker_1: Okay, that's perfect. I actually won't have any dependents. Is there any way that you could maybe email me some plan options so that I can decide which would best benefit me?

Speaker speaker_0: Yes, ma'am. I can send you a copy of their benefit guide.

Speaker speaker_1: Okay.

Speaker speaker_0: Bear with me one moment. Okay. What would be the best email to send the benefit guide to?

Speaker speaker_1: Um, C as in Charlie, E as in Echo, V as in Victor, E as in Echo, double T as in Tango, double E as in Echo, @yahoo.com.

Speaker speaker_0: Okay, so I have C as in Charlie, E as in Echo, V as in Victor, E as in Echo, double T as in Thomas, and double E as in Echo @yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Okay. So let me know when you see it. It's gonna be from our office email, which is info@benefitsinacard, and it will be titled Benefit Guide.

Speaker speaker_1: Okay.

Speaker speaker_0: And now, while we wait for it to come, as far as the deduction itself come, the benefits are gonna be weekly benefits, so depending on whether or not you get paid biweekly or weekly will depend on how the frequency of the payments being taken out is. And then your staffing company's the only one that has access to your pay stub, so they will take out the payment from your paycheck once you start working. And the payment will be deducted prior to you receiving your paycheck itself.

Speaker speaker_1: Okay. I'm gonna check the spam box. Sure thing.

Speaker speaker_0: Sure. Yeah.

Speaker speaker_1: I haven't received it just yet. Okay. Yeah, it's just a text message, but I haven't received the email yet. Hm, it normally doesn't take this long. I still haven't received anything.

Speaker speaker_0: Have you checked the junk and spam mail? On our side, it says that it went out already at 9:01.

Speaker speaker_1: Okay. Yes, ma'am. I'm checking the spam. Let's refresh. Nothing there. And then the regular inbox, also nothing there. Hm. And that's C-E-V-E-T-T-E-E@Yahoo.com?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. That's interesting. Um, do you mind if I maybe provide another email address?

Speaker speaker_0: Sure thing.

Speaker speaker_1: Okay. Let me know when you're ready.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Um, N as in Nancy, E as in Echo, P as in Papa, O as in Oscar, R as in Romeo, S as in Sierra, H as in Hotel... Actually, I just received it in the other email.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: Okay. Open the attachment. Okay, perfect. So, um, so is it okay if I just take maybe the next 30 minutes to an hour to kind of review what you sent over to me and then I'll call back to decide what would be a good option for me?

Speaker speaker_0: Yes, ma'am, of course. So as of right now, since you're still in the process of being technically hired, you don't have a deadline. Um, however, once you do start working and you receive that very first paycheck, 30 days after that first paycheck will be the deadline. But until you do not start working, you do not have any deadline as of right now for, to process that enrollment.

Speaker speaker_1: Okay, perfect. I've actually already started working.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let me see when I received the first paycheck. One second.

Speaker speaker_0: Um, if not, I can also take a look-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... into our system and it will tell me if you have a deadline already as well.

Speaker speaker_1: Okay, sure. My name is, um, Catherine with a C, Eason-

Speaker speaker_0: And what-

Speaker speaker_1: ... E-A-S-O-N.

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

Speaker speaker_1: 6782. I'm sorry, 9782.

Speaker speaker_0: That's okay. 9782. All right, and then just to make sure that I have accessed the correct account, could you verify your mailing address and date of birth for me?

Speaker speaker_1: Yes, of course. 328 Branch Street, Southeast Pelham, Georgia, 31779. And the date of birth is January 1st, 1978.

Speaker speaker_0: I have fast contact, 229-319-4290.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then we have your address down as... Oh, the same email that we used actually.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So it shows that you received that first paycheck from the pay period that ended on February 7th. So you have this week to get enrolled into coverage 'cause the very last day of your open enrollment period personal is Sunday, but we're closed Sunday, Saturdays.

Speaker speaker_1: Okay. So essentially the last day that you guys are open would be Friday, so I would need to enroll by this Friday, the 7th?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Perfecto. Thank you so much.

Speaker speaker_0: Of course, it was my pleasure. And then our hours of operations are gonna be on that email but we're open 8:00 AM to 2:00 PM that Monday through Friday.

Speaker speaker_1: Okay. Sounds perfect.

Speaker speaker_0: Uh, anything else or any other questions you may have?

Speaker speaker_1: No, ma'am. Thank you so much. I'm just gonna take a look here and then I'll just give you guys a call back.

Speaker speaker_0: All right. And then if you come across, since

Speaker speaker_2: ... insurance, even if you're not ready to know which plans you're gonna be enrolled into, you can always give us a call back and we clarify anything for you.

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: All right, have a great day and we look forward to hearing back from you.

Speaker speaker_1: Yes, ma'am. You too. Thank you so much.

Speaker speaker_0: My pleasure. Goodbye.

Speaker speaker_1: Goodbye.