

## Transcript: Francesca

**Baez-5652018716000256-6444862649188352**

### Full Transcript

Thank you for calling Benefits 10 o'clock, my name is Francesca. How can I assist you today? Ma'am, I'm hoping you could help me today. Um, I had... My name's Jeff Olivarez. I had... And I'm wondering how my account is still with you guys. Uh, could you look it up for me please? Your account in regards to what? I apologize, sir. Um, uh, medical, to, to see if, uh, um... Is it still... Is it still on? Is it... I, I, I don't know the status of, uh, of my, uh, of my benefits. And which staffing company do you work with? Uh, ma'am, it's, uh, B like boy, G like girl, S like Sam, F like Frank. Uh, multi-family, uh, staffing agency. Hey, PGF Staffing, what are the last four of your social and the last name? 7442, last name is Olivarez. O-L-I, V like Victor, A-R-E-Z. Please verify your mailing address and date of birth. Address, 4006 City View Drive, uh, 78228. And what was the other one? Date of birth? Your date of birth is- Uh, 02... Uh, 02/14/66. I have best contact 210-868-2374. Yes, ma'am. That's the number I'm calling from. We have your email down as first initial, last name, 7442@gmail.com. That's me. Yes, ma'am. The last time your coverage was active was November 10th, 2024. It canceled itself due to no payment. Uh, s-... Uh, when did it cancel itself? November 10th, 2024, sir, the last day the benefits were active. Um, I had left the company, uh, to, to see about, uh, hiring on with a- another company, and, uh, they didn't work out. So, I'm back with BG. Um, is there a way to get my benefits going again? Would it be the same policy of Dental VIP-Classic for medical, Behavior Health, and NEC Preventative for medical, for yourself and spouse, Miss Maria Martinez? Um, uh, Miss Maria Martinez, yes. And I was... I was thinking maybe just the medical part. Is that gonna be a problem? No, sir. But you're one of the same plans you had before, correct? You're not making any changes, just the fact that you're only activating two of the plans rather than all four, correct? Right. Okay. Right. Uh, I... I'm... I'm... I don't want the dental or the eye. Uh, I, I, I... Yeah, I can't afford those right now, but I... But I need the medical one. Okay. And then just both of those medical plans, correct? Uh, y-... The counseling and the, uh... and, uh, the, the medical part. Yes, ma'am. When you mean counseling, do you mean the Behavioral Health? That was the virtual therapy. Yes. Yeah. No, yeah, yeah. The beh- Behavioral Health. Yes, ma'am. You were enrolled in two medical plans. There was one that was preventative only, and another one was Hospital Indemnity. Were you looking to get both of those medical plans activated? I just wanted to confirm that before I submit reinstatement. Um, does it seem like there'll be a cost difference? I'm sorry? Does it seem like there'll be a difference in the, uh, value or price? Um, if we look at it policy-wise, yes. So, the policy with all four of those plans, you were paying \$64.19 for them. If we were to reinstate both medicals and the virtual therapy, you're looking at \$57.69 per paycheck. So, the difference is just going to be of the \$6.50 that you used to pay for the dental plan. Oh, neat-o. Um, ma'am? Yes. What if... What if we took the, uh, the Behavioral Health off? Could I... Could I still do it without the Behavioral Health and just the medical part? Yes, sir. That will be

\$56.31 per paycheck. Oh, it only went down a dollar? Yes, sir, because the Behavior Health plan is \$1.38 per paycheck. Oh, that's pretty neat. Um, yeah. Um, can we go ahead and activate it now? Uh, the medical and the Behavior Health, please? Okay. So, that will be \$57.16- And, uh, um- Go ahead. 50... Uh, wait. 5716? 5-7-69. 69. Uh, per paycheck? Yes, sir. Okay. Okay, ma'am, I, I, I really would like for you to do that, please. All right. Do you authorize BGF Staffing to make the deduction of \$0.57.69... I mean, \$57.69 for the reinstatement of your three medical plans? Wonderful. Yes. Um... Okay. So, I put in the request for the reinstatement of those two plans. Please allow one to two weeks for your staffing company to start making the deductions. When you see the first deduction of \$57.69, following Monday, coverage will be effective. If you still hold the benefit cards that you used to previously have with them, you can still use the same ones while waiting for the new ones to arrive. Wonderful. Wonderful. So, um, as soon as, uh, uh, I make a payment the Monday following, I will, uh, I'll have benefits available, correct? Yes, sir. Once the payment is received, following Monday, coverage will become effective. Nice. Um, is there a way to make a, uh, online payment or payment over the phone? Once you're active, yes sir, but the activation payment cannot be paid out of the pocket. The reason for it is, since these benefits are assigned for actively working staffing employees, the activation payment must be taken out by the system. You cannot make it out of pocket. Okay. So yeah, let's get that started as soon as possible then, so that it, uh, uh, it goes... it, it, it starts as quickly as possible. Yes, sir. I have already submitted it, so it is a waiting game now of that one to two weeks. Once you see that first 57, following Monday, you'll be active. Ma'am, I thank you so much. I appreciate it. Um, I, I, that's, that's it right there, ma'am. I, I appreciate it. Thank you. Of course. All right, so you are all set. If there's anything else you need assistance with for the benefits, feel free to give us a call back. We're open 8:00 AM to 8:00 PM, Mondays through Fridays, Eastern Time. Wonderful. Thank you very, very, very much. I appreciate it. Of course. It was my pleasure. Hope you have a wonderful rest of your day. Well, I appreciate it. You have a good work day too. Bye now. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 o'clock, my name is Francesca. How can I assist you today?

Speaker speaker\_1: Ma'am, I'm hoping you could help me today. Um, I had... My name's Jeff Olivarez. I had... And I'm wondering how my account is still with you guys. Uh, could you look it up for me please?

Speaker speaker\_0: Your account in regards to what? I apologize, sir.

Speaker speaker\_1: Um, uh, medical, to, to see if, uh, um... Is it still... Is it still on? Is it... I, I, I don't know the status of, uh, of my, uh, of my benefits.

Speaker speaker\_0: And which staffing company do you work with?

Speaker speaker\_1: Uh, ma'am, it's, uh, B like boy, G like girl, S like Sam, F like Frank. Uh, multi-family, uh, staffing agency.

Speaker speaker\_0: Hey, PGF Staffing, what are the last four of your social and the last name?

Speaker speaker\_1: 7442, last name is Olivarez. O-L-I, V like Victor, A-R-E-Z.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: Address, 4006 City View Drive, uh, 78228. And what was the other one? Date of birth?

Speaker speaker\_0: Your date of birth is-

Speaker speaker\_1: Uh, 02... Uh, 02/14/66.

Speaker speaker\_0: I have best contact 210-868-2374.

Speaker speaker\_1: Yes, ma'am. That's the number I'm calling from.

Speaker speaker\_0: We have your email down as first initial, last name, 7442@gmail.com.

Speaker speaker\_1: That's me. Yes, ma'am.

Speaker speaker\_0: The last time your coverage was active was November 10th, 2024. It canceled itself due to no payment.

Speaker speaker\_1: Uh, s-... Uh, when did it cancel itself?

Speaker speaker\_0: November 10th, 2024, sir, the last day the benefits were active.

Speaker speaker\_1: Um, I had left the company, uh, to, to see about, uh, hiring on with a-another company, and, uh, they didn't work out. So, I'm back with BG. Um, is there a way to get my benefits going again?

Speaker speaker\_0: Would it be the same policy of Dental VIP-Classic for medical, Behavior Health, and NEC Preventative for medical, for yourself and spouse, Miss Maria Martinez?

Speaker speaker\_1: Um, uh, Miss Maria Martinez, yes. And I was... I was thinking maybe just the medical part. Is that gonna be a problem?

Speaker speaker\_0: No, sir. But you're one of the same plans you had before, correct? You're not making any changes, just the fact that you're only activating two of the plans rather than all four, correct?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Right. Uh, I... I'm... I'm... I don't want the dental or the eye. Uh, I, I, I... Yeah, I can't afford those right now, but I... But I need the medical one.

Speaker speaker\_0: Okay. And then just both of those medical plans, correct?

Speaker speaker\_1: Uh, y-... The counseling and the, uh... and, uh, the, the medical part. Yes, ma'am.

Speaker speaker\_0: When you mean counseling, do you mean the Behavioral Health? That was the virtual therapy.

Speaker speaker\_1: Yes. Yeah. No, yeah, yeah. The beh- Behavioral Health. Yes, ma'am.

Speaker speaker\_0: You were enrolled in two medical plans. There was one that was preventative only, and another one was Hospital Indemnity. Were you looking to get both of those medical plans activated? I just wanted to confirm that before I submit reinstatement.

Speaker speaker\_1: Um, does it seem like there'll be a cost difference?

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Does it seem like there'll be a difference in the, uh, value or price?

Speaker speaker\_0: Um, if we look at it policy-wise, yes. So, the policy with all four of those plans, you were paying \$64.19 for them. If we were to reinstate both medicals and the virtual therapy, you're looking at \$57.69 per paycheck. So, the difference is just going to be of the \$6.50 that you used to pay for the dental plan.

Speaker speaker\_1: Oh, neat-o. Um, ma'am?

Speaker speaker\_0: Yes.

Speaker speaker\_1: What if... What if we took the, uh, the Behavioral Health off? Could I... Could I still do it without the Behavioral Health and just the medical part?

Speaker speaker\_0: Yes, sir. That will be \$56.31 per paycheck.

Speaker speaker\_1: Oh, it only went down a dollar?

Speaker speaker\_0: Yes, sir, because the Behavior Health plan is \$1.38 per paycheck.

Speaker speaker\_1: Oh, that's pretty neat. Um, yeah. Um, can we go ahead and activate it now? Uh, the medical and the Behavior Health, please?

Speaker speaker\_0: Okay. So, that will be \$57.16-

Speaker speaker\_1: And, uh, um-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: 50... Uh, wait. 5716?

Speaker speaker\_0: 5-7-69.

Speaker speaker\_1: 69. Uh, per paycheck?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Okay, ma'am, I, I, I really would like for you to do that, please.

Speaker speaker\_0: All right. Do you authorize BGF Staffing to make the deduction of \$0.57.69... I mean, \$57.69 for the reinstatement of your three medical plans?

Speaker speaker\_1: Wonderful. Yes. Um...

Speaker speaker\_0: Okay. So, I put in the request for the reinstatement of those two plans. Please allow one to two weeks for your staffing company to start making the deductions. When you see the first deduction of \$57.69, following Monday, coverage will be effective. If you still hold the benefit cards that you used to previously have with them, you can still use the same ones while waiting for the new ones to arrive.

Speaker speaker\_1: Wonderful. Wonderful. So, um, as soon as, uh, uh, I make a payment the Monday following, I will, uh, I'll have benefits available, correct?

Speaker speaker\_0: Yes, sir. Once the payment is received, following Monday, coverage will become effective.

Speaker speaker\_1: Nice. Um, is there a way to make a, uh, online payment or payment over the phone?

Speaker speaker\_0: Once you're active, yes sir, but the activation payment cannot be paid out of the pocket. The reason for it is, since these benefits are assigned for actively working staffing employees, the activation payment must be taken out by the system. You cannot make it out of pocket.

Speaker speaker\_1: Okay. So yeah, let's get that started as soon as possible then, so that it, uh, uh, it goes... it, it, it starts as quickly as possible.

Speaker speaker\_0: Yes, sir. I have already submitted it, so it is a waiting game now of that one to two weeks. Once you see that first 57, following Monday, you'll be active.

Speaker speaker\_1: Ma'am, I thank you so much. I appreciate it. Um, I, I, that's, that's it right there, ma'am. I, I appreciate it. Thank you.

Speaker speaker\_0: Of course. All right, so you are all set. If there's anything else you need assistance with for the benefits, feel free to give us a call back. We're open 8:00 AM to 8:00 PM, Mondays through Fridays, Eastern Time.

Speaker speaker\_1: Wonderful. Thank you very, very, very much. I appreciate it.

Speaker speaker\_0: Of course. It was my pleasure. Hope you have a wonderful rest of your day.

Speaker speaker\_1: Well, I appreciate it. You have a good work day too. Bye now.

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