

Transcript: Francesca

Baez-5709545959768064-6286838184722432

Full Transcript

Thank you for calling MedicalTenalcare. My name is Francesca. How can I assist you today? Uh, yes, ma'am. This is Janette Jaguaria. I got your voicemail earlier. I apologize for missing your call. Okay. Um, I do apologize. I will have to go into your account to see what the call itself was in regards to, due to the fact that we make many calls throughout the day here. Oh, okay. Do you work with a... Sorry? Sorry? Yes, ma'am. I was asking if you work with a staffing company? Yes. OnTrax. Um, can I have the last four of your Social to locate your account? 4521. Well then, can you verify your mailing address and date of birth for me? Yes. 13, uh, 1306 Westwood Drive, Irving, Texas 75060. My birthday is 11-21-1992. All right. I see. Um, so the reason why I had called previously was 'cause we had a pending enrollment that you processed online for a dental plan for yourself and your spouse. Okay. But you didn't put your spouse's information. Yeah. So we had to take it down to employee only. Okay. Oh, okay. Can I add it now or give you the information? Or do I need to go log in and do it myself? 'Cause I didn't see the option earlier. That's what I was looking for. No, ma'am. We'll be able to add him in there. What is his first and last name? Yeah. First name is Brett, B-R-E-T-T, and his last name is Kee, K-E-E. And that B was B as in boy, correct? Yes, ma'am. Yeah. B as in boy. Correct. All right. Do you have his Social? If not, it's not an issue. Uh, yes, ma'am. I do. Go ahead. It's, uh, 451-99-9372. All right. And then the last thing will be his date of birth. Oh, sorry. It's uh, 12/16/1987. All right. All set. Um, so now you just have to wait for OnTrax Staffing to call back with an assignment if they haven't already. Once they do call you and you start working, it's gonna roughly take one to two weeks for you to start making the deductions of seeing that \$6.99 for employee and spouse on dental. And then following that deduction, Monday will be when coverage becomes effective. Friday of that activation week, they will send out those benefit cards for you. Oh, okay. And then it's, it's weekly pay, correct? The, uh... So the pay part, I'm not sure. Um, but I do know the deductions will follow your pay frequency. Oh, okay. So if you're paid weekly, it will be a weekly deduction. And then if it's biweekly, they will take them out biweekly then. Oh, okay. All righty then. I got it. All right. Do you have any questions regarding this enrollment? Uh, no, ma'am. That's it actually. Thank you so much for all your help. Of course. Thank you for giving us a callback. I hope you have a wonderful rest of your day. You too. Have a great day. Bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, ma'am. This is Janette Jaguaria. I got your voicemail earlier. I apologize for missing your call.

Speaker speaker_0: Okay. Um, I do apologize. I will have to go into your account to see what the call itself was in regards to, due to the fact that we make many calls throughout the day here.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Do you work with a... Sorry?

Speaker speaker_1: Sorry?

Speaker speaker_0: Yes, ma'am. I was asking if you work with a staffing company?

Speaker speaker_1: Yes. OnTrax.

Speaker speaker_0: Um, can I have the last four of your Social to locate your account?

Speaker speaker_1: 4521.

Speaker speaker_0: Well then, can you verify your mailing address and date of birth for me?

Speaker speaker_1: Yes. 13, uh, 1306 Westwood Drive, Irving, Texas 75060. My birthday is 11-21-1992.

Speaker speaker_0: All right. I see. Um, so the reason why I had called previously was 'cause we had a pending enrollment that you processed online for a dental plan for yourself and your spouse.

Speaker speaker_1: Okay.

Speaker speaker_0: But you didn't put your spouse's information.

Speaker speaker_1: Yeah.

Speaker speaker_0: So we had to take it down to employee only.

Speaker speaker_1: Okay. Oh, okay. Can I add it now or give you the information? Or do I need to go log in and do it myself? 'Cause I didn't see the option earlier. That's what I was looking for.

Speaker speaker_0: No, ma'am. We'll be able to add him in there. What is his first and last name?

Speaker speaker_1: Yeah. First name is Brett, B-R-E-T-T, and his last name is Kee, K-E-E.

Speaker speaker_0: And that B was B as in boy, correct?

Speaker speaker_1: Yes, ma'am. Yeah. B as in boy. Correct.

Speaker speaker_0: All right. Do you have his Social? If not, it's not an issue.

Speaker speaker_1: Uh, yes, ma'am. I do.

Speaker speaker_0: Go ahead.

Speaker speaker_1: It's, uh, 451-99-9372.

Speaker speaker_0: All right. And then the last thing will be his date of birth.

Speaker speaker_1: Oh, sorry. It's uh, 12/16/1987.

Speaker speaker_0: All right. All set. Um, so now you just have to wait for OnTrax Staffing to call back with an assignment if they haven't already. Once they do call you and you start working, it's gonna roughly take one to two weeks for you to start making the deductions of seeing that \$6.99 for employee and spouse on dental. And then following that deduction, Monday will be when coverage becomes effective. Friday of that activation week, they will send out those benefit cards for you.

Speaker speaker_1: Oh, okay. And then it's, it's weekly pay, correct? The, uh...

Speaker speaker_0: So the pay part, I'm not sure. Um, but I do know the deductions will follow your pay frequency.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So if you're paid weekly, it will be a weekly deduction. And then if it's biweekly, they will take them out biweekly then.

Speaker speaker_1: Oh, okay. All righty then. I got it.

Speaker speaker_0: All right. Do you have any questions regarding this enrollment?

Speaker speaker_1: Uh, no, ma'am. That's it actually. Thank you so much for all your help.

Speaker speaker_0: Of course. Thank you for giving us a callback. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Have a great day. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.