

Transcript: Francesca

Baez-5733080376197120-4656637621747712

Full Transcript

... my name is Francesca. How can I assist you today? Hello, good afternoon. Yes, my name is Haru. I am calling because I received this COBRA continuation coverage election form. Do you hear me? Yes, ma'am. Hello? Yeah, I received this COBRA continuation coverage election form. Okay. So I don't understand how can I activate this one? How can I, um... how it's working? Can you tell me- So if you will be... Yes, ma'am. So if you were to be reinstating or reactivating benefits, we have to make sure that you're c- currently eligible to do so. Um, let's go ahead and take a look. What staffing company are you with? Yeah, um, with Capital Staffing, another staffing, yes. Yes, ma'am. What is the name of that specific staffing company? We're an administrator for multiple different staffing companies. I need to know which is your specific one. Okay. Well, Capital Staffing the name. The name is Capital Staffing, Indianapolis. Okay, let's see. Do they have any other name that they go by, ma'am, aside from Capital Staffing? Yeah, I can give you, I can give you a title. Actually, can you spell out the staffing company name? Okay. It might be that the spelling of it, I'm reading it wrong. Okay. I'm sorry. One minute. Please give me some address, so I want to give you all title. Hmm. CA... You hear me? Yes, ma'am You said T-A- No, C like California. C-A-C like California. Mm-hmm. A, A like America, P like people, and then C like California, IT like Capital City. Let's see. Hmm, if I look at here. But you guys help me. So currently I am not seeing them on our list. Um, I did check the upcoming one when they do the updates, and they're currently not on our list. It could be that maybe that is their old name and they got brought in by, um, one of the companies that we do work with and we're just not recognizing it by that alias. No- Is there any way you can reach out to either a team lead or your representative at the staffing to see if they have any other names the staffing goes by? Okay. Okay, wait. You see like, um, I seen a Google, Google Map. Let's see if they have address there, you know. CAPITL Capital City Staffing Agency. That's the... Because they give me the address too. Maybe can I repeat for you again the address? So the address wouldn't be any way for me to locate it. We work with multiple staffing companies in the whole country. We don't keep any addresses- Mm-hmm. ... of their specific offices, 'cause just in the state that we're in, South Carolina, there's roughly about 50, 60 staffing companies. Oh, no. This is- So we don't keep the address on file. I know, I know, I know. No, only this one, because Capital City Staffing is the address, is 4661 La Crenshaw. They have a phone number, email. You wanna give me... Can I give you email? Ma'am, the thing is, that information is not going to help me locate your staffing company in my system, 'cause we don't have access- Oh. ... to any of that information. Okay. So what do you want me to do? You want me to do like my lunchtime go there to call you together? Or you want me to wait when I walk in. I would like for you to... I would like you for you to ask further in to see if there's any other name aside from Capital Staffing for your staffing company. Oh. Okay. I don't understand. This isn't that simple.

Can you repeat what you said? Okay. Yes, ma'am. Please say that and repeat. Hmm. You will need to ask your coworkers- Can you tell- ... or the office if your staffing has any other name. Oh, okay. Okay. Uh, John, hi. Do you know what's the name of her staffing, the Capital Staffing, the name? Capital City. Yeah, only that one? Capital City? Mm-hmm. Okay. Come on. Can you help her? Can you tell her? Hello? Hold on. Yes? Wait, where's the phone? Hello? Yes, hello? What are you saying? Yes, she's trying to reinstate insurance but I need the name of her staffing company and we do not work with Capital Staffing. Oh, okay. Um, it's Capital City Staffing Agency. We also do not work with Capital City Staffing Agency. Oh, okay. Okay. She said they don't work with us. Okay, wait. Uh, I'm... Okay. You know, uh-huh, yeah, I'm under- understand where you're coming from because I was working before with Morales. You hear me? With Morales Group. Okay. Yeah, that's why because I have this coverage, uh, IM... R... Okay, ILP... IPL. So they told me this one they cancel in March because, uh, they... when I was working with them because they fire me, they have their work close it and then they close with me. So I was waiting one month with Morales because they don't have nothing. I'm start working with another staffing because I have to go work. So how I can qualify with this COBRA? Um... If you're no longer with Morales Staffing and you're with Capitol Staffing you do not qualify 'cause we only administer Morales Staffing's benefits and you have to be actively working with them to be eligible for the coverage. Yeah, but I have this coverage, you know that. I, I have this coverage in almost, uh, uh... I'm starting this January. But they close in the Morales. They say this coverage is close 16, uh, March. Okay, ma'am. So the thing is the following. With the benefits that you have with Morales Staffing if you're no longer with them and you are now with Capitol Staffing- Mm-hmm. ... then you cannot have the benefits you used to have with Morales Staffing unless you're trying to speak with COBRA 'cause we do not own the benefits. We only administer, so we only handle the coverage. Oh. Yes, yes, that's what I thought too, yes. We do the paperwork only, but we don't own it. Yes. Yes. No mon... But it's not mean I want to move in another staffing. They close with me, no, they close it. They told me they don't work here. They don't have nothing for me now. They close with me. How can I do? You know, I'm no more in their life. Ma'am are calling for... Are you calling for work or are you calling for health insurance? No, I'm calling for health insurance because this paper I receive it. You see, um, I'm calling you, okay. Let me tell you. COBRA cons... uh, continuation coverage is not for COBRA. There you go, ma'am. You need to speak with COBRA. Bear with me one moment while I transfer you. You're in the wrong place. One moment please. Okay. Okay. I don't know this phone number. It's paper I'm receiving. 1980...

Conversation Format

Speaker speaker_0: ... my name is Francesca. How can I assist you today?

Speaker speaker_1: Hello, good afternoon. Yes, my name is Haru. I am calling because I received this COBRA continuation coverage election form. Do you hear me?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Hello? Yeah, I received this COBRA continuation coverage election form.

Speaker speaker_0: Okay.

Speaker speaker_1: So I don't understand how can I activate this one? How can I, um... how it's working? Can you tell me-

Speaker speaker_0: So if you will be... Yes, ma'am. So if you were to be reinstating or reactivating benefits, we have to make sure that you're c- currently eligible to do so. Um, let's go ahead and take a look. What staffing company are you with?

Speaker speaker_1: Yeah, um, with Capital Staffing, another staffing, yes.

Speaker speaker_0: Yes, ma'am. What is the name of that specific staffing company? We're an administrator for multiple different staffing companies. I need to know which is your specific one.

Speaker speaker_1: Okay. Well, Capital Staffing the name. The name is Capital Staffing, Indianapolis.

Speaker speaker_0: Okay, let's see. Do they have any other name that they go by, ma'am, aside from Capital Staffing?

Speaker speaker_1: Yeah, I can give you, I can give you a title.

Speaker speaker_0: Actually, can you spell out the staffing company name?

Speaker speaker_1: Okay.

Speaker speaker_0: It might be that the spelling of it, I'm reading it wrong.

Speaker speaker_1: Okay. I'm sorry. One minute. Please give me some address, so I want to give you all title. Hmm. CA... You hear me?

Speaker speaker_0: Yes, ma'am You said T-A-

Speaker speaker_1: No, C like California. C-A-C like California.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: A, A like America, P like people, and then C like California, IT like Capital City.

Speaker speaker_0: Let's see. Hmm, if I look at here.

Speaker speaker_1: But you guys help me.

Speaker speaker_0: So currently I am not seeing them on our list. Um, I did check the upcoming one when they do the updates, and they're currently not on our list. It could be that maybe that is their old name and they got brought in by, um, one of the companies that we do work with and we're just not recognizing it by that alias.

Speaker speaker_1: No-

Speaker speaker_0: Is there any way you can reach out to either a team lead or your representative at the staffing to see if they have any other names the staffing goes by?

Speaker speaker_1: Okay. Okay, wait. You see like, um, I seen a Google, Google Map. Let's see if they have address there, you know. CAPITL Capital City Staffing Agency. That's the... Because they give me the address too. Maybe can I repeat for you again the address?

Speaker speaker_0: So the address wouldn't be any way for me to locate it. We work with multiple staffing companies in the whole country. We don't keep any addresses-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... of their specific offices, 'cause just in the state that we're in, South Carolina, there's roughly about 50, 60 staffing companies.

Speaker speaker_1: Oh, no. This is-

Speaker speaker_0: So we don't keep the address on file.

Speaker speaker_1: I know, I know, I know. No, only this one, because Capital City Staffing is the address, is 4661 La Crenshaw. They have a phone number, email. You wanna give me... Can I give you email?

Speaker speaker_0: Ma'am, the thing is, that information is not going to help me locate your staffing company in my system, 'cause we don't have access-

Speaker speaker_1: Oh.

Speaker speaker_0: ... to any of that information.

Speaker speaker_1: Okay. So what do you want me to do? You want me to do like my lunchtime go there to call you together? Or you want me to wait when I walk in.

Speaker speaker_0: I would like for you to... I would like you for you to ask further in to see if there's any other name aside from Capital Staffing for your staffing company.

Speaker speaker_1: Oh. Okay. I don't understand. This isn't that simple. Can you repeat what you said? Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Please say that and repeat. Hmm.

Speaker speaker_0: You will need to ask your coworkers-

Speaker speaker_1: Can you tell-

Speaker speaker_0: ... or the office if your staffing has any other name.

Speaker speaker_1: Oh, okay. Okay. Uh, John, hi. Do you know what's the name of her staffing, the Capital Staffing, the name?

Speaker speaker_2: Capital City.

Speaker speaker_1: Yeah, only that one? Capital City?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Come on. Can you help her? Can you tell her? Hello? Hold on.

Speaker speaker_3: Yes?

Speaker speaker_1: Wait, where's the phone?

Speaker speaker_3: Hello?

Speaker speaker_0: Yes, hello?

Speaker speaker_3: What are you saying?

Speaker speaker_0: Yes, she's trying to reinstate insurance but I need the name of her staffing company and we do not work with Capital Staffing.

Speaker speaker_3: Oh, okay. Um, it's Capital City Staffing Agency.

Speaker speaker_0: We also do not work with Capital City Staffing Agency.

Speaker speaker_4: Oh, okay.

Speaker speaker_0: Okay. She said they don't work with us.

Speaker speaker_1: Okay, wait. Uh, I'm... Okay. You know, uh-huh, yeah, I'm under-
understand where you're coming from because I was working before with Morales. You hear
me? With Morales Group.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, that's why because I have this coverage, uh, IM... R... Okay, ILP...
IPL. So they told me this one they cancel in March because, uh, th- they... when I was working
with them because they fire me, they have their work close it and then they close with me. So
I was waiting one month with Morales because they don't have nothing. I'm start working with
another staffing because I have to go work. So how I can qualify with this COBRA? Um...

Speaker speaker_0: If you're no longer with Morales Staffing and you're with Capitol Staffing
you do not qualify 'cause we only administer Morales Staffing's benefits and you have to be
actively working with them to be eligible for the coverage.

Speaker speaker_1: Yeah, but I have this coverage, you know that. I, I have this coverage in
almost, uh, uh... I'm starting this January. But they close in the Morales. They say this
coverage is close 16, uh, March.

Speaker speaker_0: Okay, ma'am. So the thing is the following. With the benefits that you
have with Morales Staffing if you're no longer with them and you are now with Capitol Staffing-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... then you cannot have the benefits you used to have with Morales
Staffing unless you're trying to speak with COBRA 'cause we do not own the benefits. We
only administer, so we only handle the coverage.

Speaker speaker_1: Oh. Yes, yes, that's what I thought too, yes.

Speaker speaker_0: We do the paperwork only, but we don't own it.

Speaker speaker_1: Yes. Yes. No mon... But it's not mean I want to move in another staffing. They close with me, no, they close it. They told me they don't work here. They don't have nothing for me now. They close with me. How can I do? You know, I'm no more in their life.

Speaker speaker_0: Ma'am are calling for... Are you calling for work or are you calling for health insurance?

Speaker speaker_1: No, I'm calling for health insurance because this paper I receive it. You see, um, I'm calling you, okay. Let me tell you. COBRA cons... uh, continuation coverage is not for COBRA.

Speaker speaker_0: There you go, ma'am. You need to speak with COBRA. Bear with me one moment while I transfer you. You're in the wrong place. One moment please.

Speaker speaker_1: Okay. Okay. I don't know this phone number. It's paper I'm receiving. 1980...