

Transcript: Francesca

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Full Transcript

Your call- Hello. ... will be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Okay. ... of Benefits No Card, looking to speak with Mr. Lee Ligon on behalf of Hospitality Staffing Solutions. Yes, that's me. Yes, sir. We were giving you a call regarding the insurance for Hospitality Staffing Solutions form that you filled out April 10th. Um, there is an issue with it being that you selected both of the State Healthy Plans, which cannot be combined together. All right. So, we're- we were calling to see if you were trying to enroll into the Medical Preventative, that's 1565, along with the Hospital Indemnity Plan, that's 1681, or only the Medical and Preventative, 4261. The difference being that the 4261 has a network requirement, whereas if you match the other two, only your preventative services will be under that network requirement. All right. And what is the difference between the two ser- between the different services? They're the same. If you were to enroll into both of the Stay Healthy/Keller RX and the VIP Standard, as if you were to enroll into the MEC Enhanced. It is the same Hospital Indemnity and Preventative Service that you will be getting. Okay. Uh, I think I'll- I think I'll do the, um... I think I'll just do the two. The first two. All right. That's 1681 with the 1565? Yes. Understood. I'll go ahead and process it for only that one then. Um, I've taken into accountability the other plans that you also selected. A full policy with your staffing company is going to come out, based on your relati- on selection, sorry, to 44.83 per paycheck. Do you authorize Hospitality Staffing Solutions to make those deductions when you start working? Yes, I do- I do- I do permit that, yes. All right. And then who did you want me to put down as the beneficiary for your life insurance? I just need their first and last name and relationship to you. Uh, uh, life- my life insurance, that would be for me? Or i- does it have to be for a c- a certain other person? So, the way life insurance works, sir, is when, God forbids, takes you to heaven- Mm-hmm. ... someone else takes the money. Unfortunately, you cannot put yourself as a beneficiary since you will no longer be- Okay. ... on the Earth. Okay. Okay. Uh, sorry about that. Um, so, um- Okay. ... I- the beneficiary is, uh, for, uh, let's say, uh, Dan Ligon, D-A-N-N, first name, Ligon, L-I-G-O-N, last name. Okay. All right. And what will be his relationship to you? Brother. Great. And can you spell that first name? It was D-A-N, right? Yes, D-A-N-N. Yes. All right. You are all set. The next step in regards to this process will be Hospitality Staffing Solutions giving you a call once they have an assignment for you ready for you to start working. All right. Sounds good. Thank you so much. I'm like... Of course, I do have to say if I'm not mistaken, I think Hospitality Staffing Solutions will should have their... Once you receive that first paycheck, their automated system is going to send you reminders about calling to enroll. You can simply ignore them unless you want to do a change to this policy. Their system doesn't have a way to pin out from their contact list who has already processed that enrollment and who has not. Oh, okay. Thank you for letting me know about that. Of course. With that being said, it was a pleasure. Thank you for your time and taking my

call. Have a wonderful rest of your day. Are... You too. Thank you so much. You're welcome. Now bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... will be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca

Speaker speaker_0: Okay.

Speaker speaker_2: ... of Benefits No Card, looking to speak with Mr. Lee Ligon on behalf of Hospitality Staffing Solutions.

Speaker speaker_1: Yes, that's me.

Speaker speaker_2: Yes, sir. We were giving you a call regarding the insurance for Hospitality Staffing Solutions form that you filled out April 10th. Um, there is an issue with it being that you selected both of the State Healthy Plans, which cannot be combined together.

Speaker speaker_1: All right.

Speaker speaker_2: So, we're- we were calling to see if you were trying to enroll into the Medical Preventative, that's 1565, along with the Hospital Indemnity Plan, that's 1681, or only the Medical and Preventative, 4261. The difference being that the 4261 has a network requirement, whereas if you match the other two, only your preventative services will be under that network requirement.

Speaker speaker_1: All right. And what is the difference between the two ser- between the different services?

Speaker speaker_2: They're the same. If you were to enroll into both of the Stay Healthy/Keller RX and the VIP Standard, as if you were to enroll into the MEC Enhanced. It is the same Hospital Indemnity and Preventative Service that you will be getting.

Speaker speaker_1: Okay. Uh, I think I'll- I think I'll do the, um... I think I'll just do the two. The first two.

Speaker speaker_2: All right. That's 1681 with the 1565?

Speaker speaker_1: Yes.

Speaker speaker_2: Understood. I'll go ahead and process it for only that one then. Um, I've taken into accountability the other plans that you also selected. A full policy with your staffing company is going to come out, based on your relati- on selection, sorry, to 44.83 per paycheck. Do you authorize Hospitality Staffing Solutions to make those deductions when you

start working?

Speaker speaker_1: Yes, I do- I do- I do permit that, yes.

Speaker speaker_2: All right. And then who did you want me to put down as the beneficiary for your life insurance? I just need their first and last name and relationship to you.

Speaker speaker_1: Uh, uh, life- my life insurance, that would be for me? Or i- does it have to be for a c- a certain other person?

Speaker speaker_2: So, the way life insurance works, sir, is when, God forbids, takes you to heaven-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... someone else takes the money. Unfortunately, you cannot put yourself as a beneficiary since you will no longer be-

Speaker speaker_1: Okay.

Speaker speaker_2: ... on the Earth.

Speaker speaker_1: Okay. Okay. Uh, sorry about that. Um, so, um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... I- the beneficiary is, uh, for, uh, let's say, uh, Dan Ligon, D-A-N-N, first name, Ligon, L-I-G-O-N, last name.

Speaker speaker_0: Okay. All right. And what will be his relationship to you?

Speaker speaker_1: Brother.

Speaker speaker_0: Great. And can you spell that first name? It was D-A-N, right?

Speaker speaker_1: Yes, D-A-N-N. Yes.

Speaker speaker_0: All right. You are all set. The next step in regards to this process will be Hospitality Staffing Solutions giving you a call once they have an assignment for you ready for you to start working.

Speaker speaker_1: All right. Sounds good. Thank you so much.

Speaker speaker_0: I'm like... Of course, I do have to say if I'm not mistaken, I think Hospitality Staffing Solutions will should have their... Once you receive that first paycheck, their automated system is going to send you reminders about calling to enroll. You can simply ignore them unless you want to do a change to this policy. Their system doesn't have a way to pin out from their contact list who has already processed that enrollment and who has not.

Speaker speaker_1: Oh, okay. Thank you for letting me know about that.

Speaker speaker_0: Of course. With that being said, it was a pleasure. Thank you for your time and taking my call. Have a wonderful rest of your day.

Speaker speaker_1: Are... You too. Thank you so much.

Speaker speaker_0: You're welcome. Now bye.

Speaker speaker_1: Bye-bye.