

Transcript: Franchesca

Baez-5915198598627328-6606819464003584

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... your call today. Hello? Yes, sir. Um, I was trying to register for insurance. They told me my insurance would be available December 1st. Okay, I'm going to take a look. What staffing company do you work with? Carlton Staffing. What are the last four of your Social? 9926. Please verify your mailing address and your date of birth. You said what? Please verify your mailing address and your date of birth. 4615 77545 0703 9296. Okay, um, I need your mailing address, sir. I'm not sure what those numbers that you provided are. Wait, what? I didn't hear you. What did you say? I need your mailing address. 16734 New Light Bend. That's not the address that we have on file. 4615 Pleasant Trail, Fresno, Texas? No, sir, that's not it either. Okay. It shows that we have had the current address since you started working with Carlton Staffing. It will be the one that you provided. I don't know, I can give you my Social, I can give you whatever you need. I don't know what mailing address I have. Okay. So it would have been the one that you provided on your application. If you can verify, please provide your full Social. 629549966. In your application, you put down your address of 1119 Curtis Crossing. Okay, I don't live there no more. Did you need me to update it? 16734 New Light Bend Drive. This is my mailing address. 77095. And could I put another one also or could I get everything emailed to me? So we're only able to put one address on file. So would this thing, would this be mailed or would it, could I get everything emailed to me instead of being mailed to me? So we're just the account administration for the health insurance. The only thing that we have access to mailing or emailing is the information that you call in today aside from that, everything with your benefit information from the insurance, you have to speak with the carrier and anything that has to do with your payroll or with the staffing company, you have to speak with them in regards to it. Okay. Thank you. What is the city and state for the zip code? Houston, Texas. 77095. Within the last 30 days, have you had any other coverage with another carrier that had slo- been lost? No. Do you remember who you enrolled with, um, that advised you those benefits will be affected by then? No, they told me to call back and register. They, I'd spoken with... I don't need, I don't, I don't have their name on my email. It doesn't say their name. Okay, so the... Okay. So the reason why I was asking is the last time we spoke with you, you wanted to enroll, but you're currently ineligible. You have to wait for your company's open enrollment period. And that doesn't start till the 23rd of December. That will be next Monday when they're opening for us to be able to enroll you. Okay, they told me it was December 1st. I didn't, I didn't know. So on the 23rd, what, what would I be eligible for? What, uh, benefits, uh, am I eligible for? To our understanding, all the benefits that they're currently offering. We don't have access to it yet because it hasn't been sent over to us. I can let you know what the current enrollment options were, but I'm not sure if they will change once they have their company open enrollment period. Due to the fact that usually when that happen, when they

have that once a year enrollment period for the full company, that's when they go ahead and if they're doing any price changes, they'll do it then. If they're doing any new plans or removing any plans, that's when they do those changes. Because I was supposed to be enrolled on my first, when I first started working here. It was a problem that I was never enrolled. I was never enrolled since I've been working at my job and I specifically had told them to enroll me for dental. Okay, I do apologize for that. We never receive any requests for enrollments unfortunately. So do you, do you not see the notes where I'd spoken with someone about this and they told me they were going to reach back out to me about that? Because it was a misunderstanding that on, on either end, either my job or you guys then. You don't see those notes in there? No, sir. So the notes that I have was from back in July when you requested to see if coverage was active. You were advised that there was no deductions. You said that you were seeing deductions on your pay stub. And then we requested for you to send a email out. Um, we did not receive it, and then you called in on the 23rd of October. That was when we actually received those deductions. And then it shows that on the 23rd, once again, at 2:54, we called you. We informed you that you can enroll into the MEC TailorRx, which is the preventative one, due to the auto-enrollment, but that you couldn't enroll into dental, and that you needed to call back between December 23rd to the 27th of January to be enrolled into it. Okay, so it's gonna... I, I'm probably misunderstood, wasn't... Did he say it was going to be active? Like, I will be able to use it on January 1st if I was to enroll? No, sir. Um, no, sir. It will actually be January 6th. So that's when I'll be able to use my benefits and go to, to the dentist? Yes, sir. So if you call to get enrolled into benefits at any point between December 23rd and December 31st, then coverage will be effective January 6th. Okay. Okay, that, that's... And I won't... I guess that's all I need to know. I guess that's all I need to know. Understood, sir. Um, so you can call after the 23rd at any time so we can enroll you. Just keep in mind, 24, 25th and the 31st, we'll be closed due to the holidays, as well as the 1st of January. But we'll be open the rest of those days within 28, I mean, within 8:00 AM to 8:00 PM Eastern Time. Okay. And this has been- Okay. Sounds like it. And this- Thank you. My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits on Our Card today.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... your call today.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, I was trying to register for insurance. They told me my insurance would be available December 1st.

Speaker speaker_1: Okay, I'm going to take a look. What staffing company do you work with?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: What are the last four of your Social?

Speaker speaker_2: 9926.

Speaker speaker_1: Please verify your mailing address and your date of birth.

Speaker speaker_2: You said what?

Speaker speaker_1: Please verify your mailing address and your date of birth.

Speaker speaker_2: 4615 77545 0703 9296.

Speaker speaker_1: Okay, um, I need your mailing address, sir. I'm not sure what those numbers that you provided are.

Speaker speaker_2: Wait, what? I didn't hear you. What did you say?

Speaker speaker_1: I need your mailing address.

Speaker speaker_2: 16734 New Light Bend.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: 4615 Pleasant Trail, Fresno, Texas?

Speaker speaker_1: No, sir, that's not it either.

Speaker speaker_2: Okay.

Speaker speaker_1: It shows that we have had the current address since you started working with Carlton Staffing. It will be the one that you provided.

Speaker speaker_2: I don't know, I can give you my Social, I can give you whatever you need. I don't know what mailing address I have.

Speaker speaker_1: Okay. So it would have been the one that you provided on your application. If you can verify, please provide your full Social.

Speaker speaker_2: 629549966.

Speaker speaker_1: In your application, you put down your address of 1119 Curtis Crossing.

Speaker speaker_2: Okay, I don't live there no more.

Speaker speaker_1: Did you need me to update it?

Speaker speaker_2: 16734 New Light Bend Drive. This is my mailing address. 77095. And could I put another one also or could I get everything emailed to me?

Speaker speaker_1: So we're only able to put one address on file.

Speaker speaker_2: So would this thing, would this be mailed or would it, could I get everything emailed to me instead of being mailed to me?

Speaker speaker_1: So we're just the account administration for the health insurance. The only thing that we have access to mailing or emailing is the information that you call in today aside from that, everything with your benefit information from the insurance, you have to speak with the carrier and anything that has to do with your payroll or with the staffing company, you have to speak with them in regards to it.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: What is the city and state for the zip code?

Speaker speaker_2: Houston, Texas. 77095.

Speaker speaker_1: Within the last 30 days, have you had any other coverage with another carrier that had slo- been lost?

Speaker speaker_2: No.

Speaker speaker_1: Do you remember who you enrolled with, um, that advised you those benefits will be affected by then?

Speaker speaker_2: No, they told me to call back and register. They, I'd spoken with... I don't need, I don't, I don't have their name on my email. It doesn't say their name.

Speaker speaker_1: Okay, so the... Okay. So the reason why I was asking is the last time we spoke with you, you wanted to enroll, but you're currently ineligible. You have to wait for your company's open enrollment period. And that doesn't start till the 23rd of December. That will be next Monday when they're opening for us to be able to enroll you.

Speaker speaker_2: Okay, they told me it was December 1st. I didn't, I didn't know. So on the 23rd, what, what would I be eligible for? What, uh, benefits, uh, am I eligible for?

Speaker speaker_1: To our understanding, all the benefits that they're currently offering. We don't have access to it yet because it hasn't been sent over to us. I can let you know what the current enrollment options were, but I'm not sure if they will change once they have their company open enrollment period. Due to the fact that usually when that happen, when they have that once a year enrollment period for the full company, that's when they go ahead and if they're doing any price changes, they'll do it then. If they're doing any new plans or removing any plans, that's when they do those changes.

Speaker speaker_2: Because I was supposed to be enrolled on my first, when I first started working here. It was a problem that I was never enrolled. I was never enrolled since I've been working at my job and I specifically had told them to enroll me for dental.

Speaker speaker_1: Okay, I do apologize for that. We never receive any requests for enrollments unfortunately.

Speaker speaker_2: So do you, do you not see the notes where I'd spoken with someone about this and they told me they were going to reach back out to me about that? Because it was a misunderstanding that on, on either end, either my job or you guys then. You don't see those notes in there?

Speaker speaker_1: No, sir. So the notes that I have was from back in July when you requested to see if coverage was active. You were advised that there was no deductions. You said that you were seeing deductions on your pay stub. And then we requested for you to send a email out. Um, we did not receive it, and then you called in on the 23rd of October. That was when we actually received those deductions. And then it shows that on the 23rd, once again, at 2:54, we called you. We informed you that you can enroll into the MEC TailorRx, which is the preventative one, due to the auto-enrollment, but that you couldn't enroll into dental, and that you needed to call back between December 23rd to the 27th of January to be enrolled into it.

Speaker speaker_2: Okay, so it's gonna... I, I'm probably misunderstood, wasn't... Did he say it was going to be active? Like, I will be able to use it on January 1st if I was to enroll?

Speaker speaker_1: No, sir. Um, no, sir. It will actually be January 6th.

Speaker speaker_2: So that's when I'll be able to use my benefits and go to, to the dentist?

Speaker speaker_1: Yes, sir. So if you call to get enrolled into benefits at any point between December 23rd and December 31st, then coverage will be effective January 6th.

Speaker speaker_2: Okay. Okay, that, that's... And I won't... I guess that's all I need to know. I guess that's all I need to know.

Speaker speaker_1: Understood, sir. Um, so you can call after the 23rd at any time so we can enroll you. Just keep in mind, 24, 25th and the 31st, we'll be closed due to the holidays, as well as the 1st of January. But we'll be open the rest of those days within 28, I mean, within 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_2: Okay.

Speaker speaker_1: And this has been-

Speaker speaker_2: Okay. Sounds like it.

Speaker speaker_1: And this-

Speaker speaker_2: Thank you.

Speaker speaker_1: My pleasure. I hope you have a wonderful rest of your day, and thank you for calling Benefits on Our Card today.