

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Call. My name is Francesca. How can I assist you today? Yeah, Francesca. My name is Thuy Sisoumankhara. I was wondering if, uh, my enrollment has been activated and when are y'all gonna send me a medical card for the family? Okay. What staffing company do you work with? Uh, MAU. And what are the last four of your social and last name? It's 1375 and last name is Sisoumankhara. It's S-I-S-O-U-M-A-N-K-H-A-R-A. For security purposes, can you please verify your mailing address and date of birth? Yeah, it's 550 Apple Valley Road, Duncan, South Carolina and 10/20/1978. We have the best phone number to reach you down as 207-307-6111. Mm-hmm. And we have your email down as sofera.rab@yahoo.com. Yes. No, sir. So your benefits are still inactive. We're still waiting on the activation payment to be received. Okay. Y'all didn't get a payment yet? No, sir. We haven't. Okay, 'cause it was supposed to be set up 'cause I set it up with, um... So y'all have the account or MAU supposed to pay you? So the way these benefits work is MAU will make a deduction from your pay stubs and their system will send it over to ours. Once you see that first deduction the following Monday, coverage will become effective. And then from that same week of activation, Monday, Friday of that week will be when your carrier send out those benefit cards. Okay. Um, but I am in y'all's system, right? Yes, sir. That was the way that I was able to verify all that information that we verified at the start of our call. Okay. So are y'all connected with MAU? Yes, sir. We are miniature their health insurance. Yeah. So that's what I'm asking is that, um, do they know that I signed up because I'm in your system? Yes, sir once again the- So do I get a benefit? No, sir. The only thing that is left for is waiting, waiting for them to make a deduction and for them to send it over to activate your benefits. Once you process your enrollment with us over the phone or if it is you filling out a form, there is no further action on your end that needs to be taken. You just have to wait for the systems to process out and for all these procedures to take- Okay. That, that's what I needed to know. Okay. No problem. Thank you. No problem. Thank you. And then I did want to answer that other- You have a good day. Good. Before I let you go, sir, I wanted to answer that other question you had in regards to the benefit card. Mm-hmm. So you are only going to receive one benefit card that is gonna have your name on it and then it will say Employee Plus Family. That's the same benefit card that your spouse and children will be using. Okay, sounds good. I've got another important call. Talk to you later. Bye. All right. Have a wonderful rest of your day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on Call. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, Francesca. My name is Thuy Sisoumankhara. I was wondering if, uh, my enrollment has been activated and when are y'all gonna send me a medical card for the family?

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And what are the last four of your social and last name?

Speaker speaker_2: It's 1375 and last name is Sisoumankhara. It's S-I-S-O-U-M-A-N-K-H-A-R-A.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Yeah, it's 550 Apple Valley Road, Duncan, South Carolina and 10/20/1978.

Speaker speaker_1: We have the best phone number to reach you down as 207-307-6111.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And we have your email down as sofera.rab@yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: No, sir. So your benefits are still inactive. We're still waiting on the activation payment to be received.

Speaker speaker_2: Okay. Y'all didn't get a payment yet?

Speaker speaker_1: No, sir. We haven't.

Speaker speaker_2: Okay, 'cause it was supposed to be set up 'cause I set it up with, um... So y'all have the account or MAU supposed to pay you?

Speaker speaker_1: So the way these benefits work is MAU will make a deduction from your pay stubs and their system will send it over to ours. Once you see that first deduction the following Monday, coverage will become effective. And then from that same week of activation, Monday, Friday of that week will be when your carrier send out those benefit cards.

Speaker speaker_2: Okay. Um, but I am in y'all's system, right?

Speaker speaker_1: Yes, sir. That was the way that I was able to verify all that information that we verified at the start of our call.

Speaker speaker_2: Okay. So are y'all connected with MAU?

Speaker speaker_1: Yes, sir. We are miniature their health insurance.

Speaker speaker_2: Yeah. So that's what I'm asking is that, um, do they know that I signed up because I'm in your system?

Speaker speaker_1: Yes, sir once again the-

Speaker speaker_2: So do I get a benefit?

Speaker speaker_1: No, sir. The only thing that is left for is waiting, waiting for them to make a deduction and for them to send it over to activate your benefits. Once you process your enrollment with us over the phone or if it is you filling out a form, there is no further action on your end that needs to be taken. You just have to wait for the systems to process out and for all these procedures to take-

Speaker speaker_2: Okay. That, that's what I needed to know. Okay. No problem. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: Thank you.

Speaker speaker_1: And then I did want to answer that other-

Speaker speaker_2: You have a good day.

Speaker speaker_1: Good. Before I let you go, sir, I wanted to answer that other question you had in regards to the benefit card.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you are only going to receive one benefit card that is gonna have your name on it and then it will say Employee Plus Family. That's the same benefit card that your spouse and children will be using.

Speaker speaker_2: Okay, sounds good. I've got another important call. Talk to you later. Bye.

Speaker speaker_1: All right. Have a wonderful rest of your day.