

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Hi, Francesca. My name is Daniel and I'm trying to see if I'm eligible now to start using my benefits. Um, I started receiving deductions on my paycheck, uh, I think last week, so, um, just wanted to confirm if I'm good to go. Can you mail the last four of that social security account? Yeah, 6915. And which staffing company are you with? Noor Staffing. Please verify your mailing address and date of birth. Yeah, 111 Madison Avenue in Presque Isle, New Jersey. Date of birth is 7/29/98. We have best contact 201-953-2393. Correct. And it has your email down as dannym729@gmail.com? Correct. And you said you saw the deduction since last week? Correct. Um, it might have been last week, it might have been... one second, let me just double check. Yes, sir. I'm asking because currently we have not received that deduction for this week yet. Okay, I think it started this- this week, like, um, to maybe starts today or tomorrow. It's the week I worked, um, starting 4/20 which is this past Monday. Oh, okay. Does your w- sorry. Does your work week go from a Monday to a Saturday? I believe... Monday to Friday. Monday to Friday. Yes, that's my work week. Uh, the check date is for today, 4/25. Oh, yeah. It more than likely will be next week then 'cause when you receive a deduction following Monday of that paycheck will be when it becomes active. So more than likely if that deduction is showing on this week's paycheck, it's going to be next week for that policy to be active. I would recommend calling back in on Monday to see if they have been processed and you're active at that point. I see. So right now on your end you don't see anything? That is correct, sir. Yes. Because usually we receive the payment files... Okay, um... Um, a couple of them do them Fridays, most of them do them either Monday through Wednesday for us to receive those payment files. I see. Uh, give me one second. Oh! Hi, Sage. Uh, uh, anyway, okay, sounds good. Thank you so much. I will, uh... Can I confirm in terms of, um, what the vision and dental is? Can you please confirm that for me? Of course. I do want to say however, you're not enrolled into vision. It shows that you're enrolled into dental and medical. Got it. Okay. If you could just please, uh, tell me what my insurance provider is, my dental insurance and so that I could just, uh, confirm if my provi- if my, uh, the person that I usually get my, uh, you know, care from accepts that insurance? Of course. So both of your plans are under the same carrier which is American Public Life. American Public... Life. Life. Okay. And, uh, also do you happen to have, um, like the group number, the policy number, things like that? No, sir. So the carrier won't be creating those 'til they receive payment so there is no policy number yet- I see. ... for your current coverage. Got it. Okay. Uh, so, and also do you know by any chance if on Monday they will send out a card, a physical copy of the card to my home? They will be sent out Friday of your activation week. Oh, okay. So it could be today or... Oh, no, that means it will be technically next Friday, right? Yes, sir. It will be next Friday. I see. Okay. Thank you so much. I will, uh, I- I just needed to

use at least this information on what my, uh, carrier is. All righty. Thank you very much. Of course. Was there any other information I can provide for you? No, that is it. Thank you. Uh, do I... Actually one more question. Do I have to call on Monday to see what my, uh, like group number, policy number will be? Those are usually available by Tuesday, Wednesday of the activation week just 'cause it does take them a little bit of a while creating them, putting them into the system as well as creating those benefit cards and member ID number. Okay, so Wednesday is the safe date, right? Yes, sir. To be honest I always advise members to try to call on their activation week if they're looking for a digital copy of the policy information by Wednesday of the activation week because that's more than likely when it will be available the earliest. Okay, sounds good. Thank you. Of course. Anything else that we can assist you with? All righty. No, that's it. Thank you. My pleasure. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. My name is Daniel and I'm trying to see if I'm eligible now to start using my benefits. Um, I started receiving deductions on my paycheck, uh, I think last week, so, um, just wanted to confirm if I'm good to go.

Speaker speaker_0: Can you mail the last four of that social security account?

Speaker speaker_1: Yeah, 6915.

Speaker speaker_0: And which staffing company are you with?

Speaker speaker_1: Noor Staffing.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: Yeah, 111 Madison Avenue in Presque Isle, New Jersey. Date of birth is 7/29/98.

Speaker speaker_0: We have best contact 201-953-2393.

Speaker speaker_1: Correct.

Speaker speaker_0: And it has your email down as dannymin729@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: And you said you saw the deduction since last week?

Speaker speaker_1: Correct. Um, it might have been last week, it might have been... one second, let me just double check.

Speaker speaker_0: Yes, sir. I'm asking because currently we have not received that deduction for this week yet.

Speaker speaker_1: Okay, I think it started this- this week, like, um, to maybe starts today or tomorrow. It's the week I worked, um, starting 4/20 which is this past Monday.

Speaker speaker_0: Oh, okay. Does your w- sorry. Does your work week go from a Monday to a Saturday?

Speaker speaker_1: I believe... Monday to Friday.

Speaker speaker_0: Monday to Friday.

Speaker speaker_1: Yes, that's my work week. Uh, the check date is for today, 4/25.

Speaker speaker_0: Oh, yeah. It more than likely will be next week then 'cause when you receive a deduction following Monday of that paycheck will be when it becomes active. So more than likely if that deduction is showing on this week's paycheck, it's going to be next week for that policy to be active. I would recommend calling back in on Monday to see if they have been processed and you're active at that point.

Speaker speaker_1: I see. So right now on your end you don't see anything?

Speaker speaker_0: That is correct, sir. Yes. Because usually we receive the payment files...

Speaker speaker_1: Okay, um...

Speaker speaker_0: Um, a couple of them do them Fridays, most of them do them either Monday through Wednesday for us to receive those payment files.

Speaker speaker_1: I see. Uh, give me one second. Oh! Hi, Sage. Uh, uh, anyway, okay, sounds good. Thank you so much. I will, uh... Can I confirm in terms of, um, what the vision and dental is? Can you please confirm that for me?

Speaker speaker_0: Of course. I do want to say however, you're not enrolled into vision. It shows that you're enrolled into dental and medical.

Speaker speaker_1: Got it. Okay. If you could just please, uh, tell me what my insurance provider is, my dental insurance and so that I could just, uh, confirm if my provi- if my, uh, the person that I usually get my, uh, you know, care from accepts that insurance?

Speaker speaker_0: Of course. So both of your plans are under the same carrier which is American Public Life.

Speaker speaker_1: American Public...

Speaker speaker_0: Life.

Speaker speaker_1: Life. Okay. And, uh, also do you happen to have, um, like the group number, the policy number, things like that?

Speaker speaker_0: No, sir. So the carrier won't be creating those 'til they receive payment so there is no policy number yet-

Speaker speaker_1: I see.

Speaker speaker_0: ... for your current coverage.

Speaker speaker_1: Got it. Okay. Uh, so, and also do you know by any chance if on Monday they will send out a card, a physical copy of the card to my home?

Speaker speaker_0: They will be sent out Friday of your activation week.

Speaker speaker_1: Oh, okay. So it could be today or... Oh, no, that means it will be technically next Friday, right?

Speaker speaker_0: Yes, sir. It will be next Friday.

Speaker speaker_1: I see. Okay. Thank you so much. I will, uh, I- I just needed to use at least this information on what my, uh, carrier is. All righty. Thank you very much.

Speaker speaker_0: Of course. Was there any other information I can provide for you?

Speaker speaker_1: No, that is it. Thank you. Uh, do I... Actually one more question. Do I have to call on Monday to see what my, uh, like group number, policy number will be?

Speaker speaker_0: Those are usually available by Tuesday, Wednesday of the activation week just 'cause it does take them a little bit of a while creating them, putting them into the system as well as creating those benefit cards and member ID number.

Speaker speaker_1: Okay, so Wednesday is the safe date, right?

Speaker speaker_0: Yes, sir. To be honest I always advise members to try to call on their activation week if they're looking for a digital copy of the policy information by Wednesday of the activation week because that's more than likely when it will be available the earliest.

Speaker speaker_1: Okay, sounds good. Thank you.

Speaker speaker_0: Of course. Anything else that we can assist you with?

Speaker speaker_1: All righty. No, that's it. Thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: You too. Bye.