

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? Yes, my name is Crystal Shiloh. I need to enroll in my insurance. What staffing company do you work with? Um, Innovative Staff Solutions. Go ahead and the last four of that social. Uh, 0855. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Uh, 270 Brighton Avenue in Vergennes and 1890. Do you have best contact same as the one you called on 618-790-6446, with the email of vergeesk90@gmail.com? Yes. So, I do see here, um, that currently there was a form that was being processed for enrollment from April 15th. You selected to be enrolled into the InterPlus Enhanced for medical, dental, the vision insurance, and disability, all for employee only. Were you trying to make a different enrollment from this one? No, I was trying to enroll because last time I called, um, I spoke to a gentleman. He said that I had nothing pending and my HR lady said it was because I had a duplicate account, so she told me to call the number back and my, um, insurance should start immediately. Okay, so I can take a look, uh, in regards to there being a duplicate account in our system. However, insurance doesn't immediately become active unless there was a backdated issue with the payment. And even then, I can't 100% advise you that it will be activated. The front office will have to do their investigation prior to that. Okay, so I'm not able to enroll insurance, then, right now? No, ma'am. That policy that I read to you from the form that we received, that one is pending enrollment. It looks like it's still processing between our system and your staffing company system, so right now we're just waiting for the first deduction of activation to be made, which would be \$31.97. And once you see that first deduction, following Monday will be when this policy becomes effective. Okay, so when does my first payment come out? We don't have access to your paycheck unfortunately. We don't have a way to tell you specifically when they'll take it out. However, when we process an enrollment, it usually takes one to two weeks for that to be active. So if we go off by- Well, it's been like... It's been a few weeks- And we're gonna, so it's... Go ahead. So it's still pending, then? Yes, ma'am. It was processed April 15th. If we follow the one to two weeks rule, this will be the first week, so it should be anywhere being a deduction on this paycheck or the next paycheck. So, look forward to come out and then I should have insurance? That is correct. Yes, ma'am. All right, can you send me, um, insurance cards? No, ma'am. Your policy has to be activated before they are able to create any policy numbers. Once you see that first deduction, following Monday, this policy will be active, and by the end of that week, Friday, they'll send out those benefit cards, so you can give us a call of your activation week so that we can get the policy number or benefit cards for you. However, I do have to let you know Monday, Tuesdays are when you get active. It is highly unlikely that we'll have that information if you do call in on a Tuesday to request- I mean, on a Monday, sorry, to request it. More than likely, we'll give you a callback on a Monday or Tuesday with that information, 'cause it will

take roughly 24 to 48 hours for the carriers to provide those policy numbers. So that Monday will be when they create all of that information and put you up into their system. All right, so can you just call me when it's active? Unfortunately, I cannot, ma'am. I don't have access to your pay stub. When you see it in your paycheck, probably Monday it will be active. Hmm, okay, and then I call then to get insurance cards? Yes, ma'am. All right, thank you. You're welcome. Have a great day.

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: Yes, my name is Crystal Shiloh. I need to enroll in my insurance.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Um, Innovative Staff Solutions.

Speaker speaker_0: Go ahead and the last four of that social.

Speaker speaker_1: Uh, 0855.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Uh, 270 Brighton Avenue in Vergennes and 1890.

Speaker speaker_0: Do you have best contact same as the one you called on 618-790-6446, with the email of vergeesk90@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: So, I do see here, um, that currently there was a form that was being processed for enrollment from April 15th. You selected to be enrolled into the InterPlus Enhanced for medical, dental, the vision insurance, and disability, all for employee only. Were you trying to make a different enrollment from this one?

Speaker speaker_1: No, I was trying to enroll because last time I called, um, I spoke to a gentleman. He said that I had nothing pending and my HR lady said it was because I had a duplicate account, so she told me to call the number back and my, um, insurance should start immediately.

Speaker speaker_0: Okay, so I can take a look, uh, in regards to there being a duplicate account in our system. However, insurance doesn't immediately become active unless there was a backdated issue with the payment. And even then, I can't 100% advise you that it will be activated. The front office will have to do their investigation prior to that.

Speaker speaker_1: Okay, so I'm not able to enroll insurance, then, right now?

Speaker speaker_0: No, ma'am. That policy that I read to you from the form that we received, that one is pending enrollment. It looks like it's still processing between our system and your staffing company system, so right now we're just waiting for the first deduction of activation to be made, which would be \$31.97. And once you see that first deduction, following Monday will be when this policy becomes effective.

Speaker speaker_1: Okay, so when does my first payment come out?

Speaker speaker_0: We don't have access to your paycheck unfortunately. We don't have a way to tell you specifically when they'll take it out. However, when we process an enrollment, it usually takes one to two weeks for that to be active. So if we go off by-

Speaker speaker_1: Well, it's been like... It's been a few weeks-

Speaker speaker_0: And we're gonna, so it's... Go ahead.

Speaker speaker_1: So it's still pending, then?

Speaker speaker_0: Yes, ma'am. It was processed April 15th. If we follow the one to two weeks rule, this will be the first week, so it should be anywhere being a deduction on this paycheck or the next paycheck.

Speaker speaker_1: So, look forward to come out and then I should have insurance?

Speaker speaker_0: That is correct. Yes, ma'am.

Speaker speaker_1: All right, can you send me, um, insurance cards?

Speaker speaker_0: No, ma'am. Your policy has to be activated before they are able to create any policy numbers. Once you see that first deduction, following Monday, this policy will be active, and by the end of that week, Friday, they'll send out those benefit cards, so you can give us a call of your activation week so that we can get the policy number or benefit cards for you. However, I do have to let you know Monday, Tuesdays are when you get active. It is highly unlikely that we'll have that information if you do call in on a Tuesday to request it. I mean, on a Monday, sorry, to request it. More than likely, we'll give you a callback on a Monday or Tuesday with that information, 'cause it will take roughly 24 to 48 hours for the carriers to provide those policy numbers. So that Monday will be when they create all of that information and put you up into their system.

Speaker speaker_1: All right, so can you just call me when it's active?

Speaker speaker_0: Unfortunately, I cannot, ma'am. I don't have access to your pay stub. When you see it in your paycheck, probably Monday it will be active.

Speaker speaker_1: Hmm, okay, and then I call then to get insurance cards?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Have a great day.