

## Transcript: Justin

**Mills-5636397999898624-6368442560593920**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, hi. I'm a new employee at my company, and I'm looking at, the only thing I can afford is this, is your... What is it? MEC? And then there's an, uh, there's another one. I'm, I'm calling for information and to find out how to apply. I'm not gonna apply today, but I wanna just kinda get information. Um, are you able to do that for me? Yeah. What's the name of that staffing agency you work for? Acro Blue. So Acro. Let's see here. Let me try pulling their benefit guide. Yeah, they have what's called the... Let me go back to the first page here. There are... It's one of the, um, one of the plans is MEC, and the other one is MEC plus VIP Classic. So I kinda wanted to know what the d- the difference is as far as what you get for it. I totally understand. Um, so let me... Do you d- do you think that staffing agency goes by a different name? So is it Acro Services or is it Acro Blue? What? It could, it could be Acro Services or it could go... I mean, 'cause, I mean, the company is part of, um... It's, it's in, within the company of Trane, T-R-A-N-E. Trane Technologies. Um, it could go by Acro Services too, I think. But, um, let's see, what does it say? Um, ah. Let me read. Um, it says... I'm, I'm, I'm... Assume it's Acro Services. Okay. 'Cause I don't, I don't believe we work with Acro Services anymore. Um, 'cause I'm checking my client list and I'm not seeing Acro Services on that. All right. What about Trane? Is... I mean, I, I mean, is... This is Acro Blue. I mean, I'm looking at the employee handbook that was, was sent to us. Yeah. I'm not seeing Acro Blue either. Um, let me try placing you on a brief hold and see if my supervisor's heard of that. Bear with me one second, okay? Okay. Okay. Hello. Are you still there? Yep. Awesome. Thank you so much for holding. So it looks like we... It has been confirmed that we no longer work with Acro Services. Um, however, I have a email where you can reach out to Sharon Downey that works with Acro to see who their new health administrators are. Well, I mean, I, I could... Acro is right in the, in my, at my workplace. Like I, I could just walk in there. But that's kind of insane that the own HR is not updated, is sending us stuff that's not updated. I totally understand that. That, that, that, that blows my mind. I mean, do you agree? I mean, that, that blows my mind that they... I... Literally gave us this. Would they... Yeah. I totally understand. Would they not know who... Oh my gosh. That's, that's crazy. A- a- actually he told me, because is there a reason why, if you don't mind? Is there a reason why you guys don't work with them anymore? Um, no. Honestly, I really don't know. We're just the customer service department. Um, that's more of the account managers stuff, back office stuff. Um, no, honestly I really don't know. Um, but I do know that they, we no longer work with them. Yeah, 'cause, 'cause I... Their actual, like, insurance for a one emp- one employee, not even family, they take out 150 a week. A- and that's through the Affordable Care Act. I totally understand that. How can I afford that? Huh. Yeah, and that's through the Affordable Care Act, is what they said. I, I said... That's insane. That's why I was looking at the, your... the MEC program. 'Cause, I mean, they... It was

supposed to be preventative services. Yes, ma'am. Okay, um, I'm- That's, that's when we were working with them. What's that? I said, I stated that's when we were working with them, they offered that medical plan. Yeah. Yeah. I wish your s- still, you still did that because that would be... You know, then you could get some kinda medical help. All right. Well, thank you so much. I appreciate all your help. Thank you. You're welcome. You have a great day, okay? Oh, you too. Thank you. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yes, hi. I'm a new employee at my company, and I'm looking at, the only thing I can afford is this, is your... What is it? MEC? And then there's an, uh, there's another one. I'm, I'm calling for information and to find out how to apply. I'm not gonna apply today, but I wanna just kinda get information. Um, are you able to do that for me?

Speaker speaker\_0: Yeah. What's the name of that staffing agency you work for?

Speaker speaker\_1: Acro Blue.

Speaker speaker\_0: So Acro. Let's see here. Let me try pulling their benefit guide.

Speaker speaker\_1: Yeah, they have what's called the... Let me go back to the first page here. There are... It's one of the, um, one of the plans is MEC, and the other one is MEC plus VIP Classic. So I kinda wanted to know what the d- the difference is as far as what you get for it.

Speaker speaker\_0: I totally understand. Um, so let me... Do you d- do you think that staffing agency goes by a different name? So is it Acro Services or is it Acro Blue? What?

Speaker speaker\_1: It could, it could be Acro Services or it could go... I mean, 'cause, I mean, the company is part of, um... It's, it's in, within the company of Trane, T-R-A-N-E. Trane Technologies. Um, it could go by Acro Services too, I think. But, um, let's see, what does it say? Um, ah. Let me read. Um, it says... I'm, I'm, I'm... Assume it's Acro Services.

Speaker speaker\_0: Okay. 'Cause I don't, I don't believe we work with Acro Services anymore. Um, 'cause I'm checking my client list and I'm not seeing Acro Services on that.

Speaker speaker\_1: All right. What about Trane? Is... I mean, I, I mean, is... This is Acro Blue. I mean, I'm looking at the employee handbook that was, was sent to us.

Speaker speaker\_0: Yeah. I'm not seeing Acro Blue either. Um, let me try placing you on a brief hold and see if my supervisor's heard of that. Bear with me one second, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Hello. Are you still there?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Awesome. Thank you so much for holding. So it looks like we... It has been confirmed that we no longer work with Acro Services. Um, however, I have a email where you can reach out to Sharon Downey that works with Acro to see who their new health administrators are.

Speaker speaker\_1: Well, I mean, I, I could... Acro is right in the, in my, at my workplace. Like I, I could just walk in there. But that's kind of insane that the own HR is not updated, is sending us stuff that's not updated.

Speaker speaker\_0: I totally understand that.

Speaker speaker\_1: That, that, that, that blows my mind. I mean, do you agree? I mean, that, that blows my mind that they... I... Literally gave us this. Would they...

Speaker speaker\_0: Yeah. I totally understand.

Speaker speaker\_1: Would they not know who... Oh my gosh. That's, that's crazy. A- actually he told me, because is there a reason why, if you don't mind? Is there a reason why you guys don't work with them anymore?

Speaker speaker\_0: Um, no. Honestly, I really don't know. We're just the customer service department. Um, that's more of the account managers stuff, back office stuff. Um, no, honestly I really don't know. Um, but I do know that they, we no longer work with them.

Speaker speaker\_1: Yeah, 'cause, 'cause I... Their actual, like, insurance for a one emp- one employee, not even family, they take out 150 a week. A- and that's through the Affordable Care Act.

Speaker speaker\_0: I totally understand that.

Speaker speaker\_1: How can I afford that? Huh. Yeah, and that's through the Affordable Care Act, is what they said. I, I said... That's insane. That's why I was looking at the, your... the MEC program. 'Cause, I mean, they... It was supposed to be preventative services.

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay, um, I'm-

Speaker speaker\_0: That's, that's when we were working with them.

Speaker speaker\_1: What's that?

Speaker speaker\_0: I said, I stated that's when we were working with them, they offered that medical plan.

Speaker speaker\_1: Yeah. Yeah. I wish your s- still, you still did that because that would be... You know, then you could get some kinda medical help. All right. Well, thank you so much. I appreciate all your help. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: Oh, you too. Thank you. Bye-bye.

Speaker speaker\_0: Bye-bye.