

Transcript: Justin

Mills-6148678719848448-5004746258595840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling. How can I help you today? Uh, yes, I just had a couple of questions. I, I have, um, uh, I have life and dental insurance through, through y'all, or from y'all through, um, through a BG, uh, personnel. Mm-hmm. And, uh, well, I'm going to be, uh, leaving them, uh, I guess my last day is today, 'cause I'll be starting with the, with the job I've been working for, through, for them, um, on Monday. Um, is there any way to continue my coverage and pay y'all, or is th- is that terminated when, uh, my employment terminates? I don't know, I do... Um, yeah, I do know that once you stop working through BG Staffing, you do have the option to make up to four weeks of direct payments, and then after those four weeks, you would receive information regarding COBRA coverage, which is pretty much the exact same coverage that you had through BG Staffing, just through a different insurance carrier. Uh-huh. Okay. And at the same price, or, wha- or... Um, now honestly, I don't know the price difference at that different insurance carrier, but with the direct payments, it would be the same price that you were ex- uh, deducted, that came off your paycheck. I do know that. Right, right, but I won't be getting a paycheck anymore. So, um, so how would I, how do I s- what would I do next if I wanted to continue it for... Oh, yeah, let me- 'Cause I don't think my insurance is gonna... I don't think my dental insurance is gonna be good for, for this new company for, like, three months. So, which I don't see me going to the dentist, but... Yeah. I totally understand. So I can try pulling your file and see what actually is going on. Um, what's the last four of your Social? Sure, it's 3069. And what was your first and last name again? Kevin McCarley. Mm-hmm. And for security purposes, can you verify the home address, including city, state and zip code, Kevin? Sure, it's, uh, um... City, state and zip code. Uh, uh, Austin, Texas, uh, 78745. Uh, address is 6919 Cherry Meadow Drive. Uh... And your date of birth? Uh, 9/13/72. And then a good telephone number I have is 737-351-5678. You got it. And the email I have is kevinmccarley74 at gmail? Right. Okay, so let's see. So looking at the calendar, you do have active coverage for this week, you have active coverage next week. Um, let's see here. Now, will you receive a paycheck next week by any chance, or no? Yes. Okay, so if you, if you receive a paycheck next week, you will have active coverage for the week of the 16th through the 22nd, um, if the... Uh-huh. So if you don't... So you would probably call in on December 23rd to make a direct payment for that week, for the next four weeks. Okay. I could just make it on credit card or something? Yes, sir. Okay. So I should call on the 23rd? Would that, would that be a good day to pay it, then? Yes, sir. Okay. All right, I'll put it on my calendar. Awesome. Is there anything else I can help you with today, Kevin? Um, no. Um, well, I mean, unless, I can't, I probably have to wait till... I can't make the payment right now, can I? Correct. We can, we can only accept direct payments... Okay. ... for the week we're currently in. Right, right. So the 23rd of December, I'll call you. Awesome. Well, is there anything else... Okay. Thank you. ... I

can help you with? That, that's it, buddy. Have a good day. Or a good weekend. You do the same, okay? All right. All right. All right. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling How can I help you today?

Speaker speaker_2: Uh, yes, I just had a couple of questions. I, I have, um, uh, I have life and dental insurance through, through y'all, or from y'all through, um, through a BG, uh, personnel.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, uh, well, I'm going to be, uh, leaving them, uh, I guess my last day is today, 'cause I'll be starting with the, with the job I've been working for, through, for them, um, on Monday. Um, is there any way to continue my coverage and pay y'all, or is th- is that terminated when, uh, my employment terminates? I don't know, I do...

Speaker speaker_1: Um, yeah, I do know that once you stop working through BG Staffing, you do have the option to make up to four weeks of direct payments, and then after those four weeks, you would receive information regarding COBRA coverage, which is pretty much the exact same coverage that you had through BG Staffing, just through a different insurance carrier.

Speaker speaker_2: Uh-huh. Okay. And at the same price, or, wha- or...

Speaker speaker_1: Um, now honestly, I don't know the price difference at that different insurance carrier, but with the direct payments, it would be the same price that you were ex- uh, deducted, that came off your paycheck. I do know that.

Speaker speaker_2: Right, right, but I won't be getting a paycheck anymore. So, um, so how would I, how do I s- what would I do next if I wanted to continue it for...

Speaker speaker_1: Oh, yeah, let me-

Speaker speaker_2: 'Cause I don't think my insurance is gonna... I don't think my dental insurance is gonna be good for, for this new company for, like, three months. So, which I don't see me going to the dentist, but...

Speaker speaker_1: Yeah. I totally understand. So I can try pulling your file and see what actually is going on. Um, what's the last four of your Social?

Speaker speaker_2: Sure, it's 3069.

Speaker speaker_1: And what was your first and last name again?

Speaker speaker_2: Kevin McCarley.

Speaker speaker_1: Mm-hmm. And for security purposes, can you verify the home address, including city, state and zip code, Kevin?

Speaker speaker_2: Sure, it's, uh, um... City, state and zip code. Uh, uh, Austin, Texas, uh, 78745. Uh, address is 6919 Cherry Meadow Drive. Uh...

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, 9/13/72.

Speaker speaker_1: And then a good telephone number I have is 737-351-5678.

Speaker speaker_2: You got it.

Speaker speaker_1: And the email I have is kevinmccarley74 at gmail?

Speaker speaker_2: Right.

Speaker speaker_1: Okay, so let's see. So looking at the calendar, you do have active coverage for this week, you have active coverage next week. Um, let's see here. Now, will you receive a paycheck next week by any chance, or no?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so if you, if you receive a paycheck next week, you will have active coverage for the week of the 16th through the 22nd, um, if the...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: So if you don't... So you would probably call in on December 23rd to make a direct payment for that week, for the next four weeks.

Speaker speaker_2: Okay. I could just make it on credit card or something?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. So I should call on the 23rd? Would that, would that be a good day to pay it, then?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right, I'll put it on my calendar.

Speaker speaker_1: Awesome. Is there anything else I can help you with today, Kevin?

Speaker speaker_2: Um, no. Um, well, I mean, unless, I can't, I probably have to wait till... I can't make the payment right now, can I?

Speaker speaker_1: Correct. We can, we can only accept direct payments...

Speaker speaker_2: Okay.

Speaker speaker_1: ... for the week we're currently in.

Speaker speaker_2: Right, right. So the 23rd of December, I'll call you.

Speaker speaker_1: Awesome. Well, is there anything else...

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: ... I can help you with?

Speaker speaker_2: That, that's it, buddy. Have a good day. Or a good weekend.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: All right. All right. All right. Bye-bye.

Speaker speaker_1: Bye.