

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Management Technical. This is Pamela speaking, how may I help you? Hi. Um, I wanted to enroll for my, um, health insurance. Who do you work for there? And I... Acro. Ac- Acro? And what's the last four digits of your Social? 2678. 2678? Yes. Hmm, Acro. Give me one second, nothing is coming up, Acro. Hm. You said Acro, right? Why am I not getting anything? Yes. Hm-mm. Bear with me. Okay. When do you start working for them? Uh, October. October 15th. Something personal. Bear with me, ma'am, give me one more second. Yeah. The enrollment end is 40 days, right? I have not... I'm not sure. I have to find the file first, just bear with me, okay, just a second. Ma'am? Yeah. Thank you for holding. You said the last four were 2678? Yes. And it's Arco, right? Acro, A-C-R-O. I don't think we do them anymore, but let me double check. It says on their website, on the book, like the book, uh, brochure- They do say on their website? Yeah. Yeah. I, I... 'Cause it's just that it's not coming up. That's why I'm not quite sure why it's not finding. Give me one more minute 'cause the system- Mm-hmm. ... it's not helping either 'cause it's slow. No, it's okay. You can take your time. Mm-mm. Mm-hmm. Yeah. I have only one day, new hire enrollment. That's the one. Hm. Excuse me. No problem. And you say your name is again? One more time, and I'm so sorry I make you repeat yourself. Yeah. No, that's okay. Uh, Amina Akhtar. My Social Security is 2678. I don't have anything here. Um, last time, I think few days ago, I called and- You did? Yeah, uh, and she was able to find it. That's weird. Why... Let's see if I'm able to pull that up. f00:01:15. Do you... Uh, you say you call a couple of days ago? I'm a new hire. I was hired in October 17th... 15. Okay. Hmm. I don't know why, but like I said, the system is killing me. It's weird. Let me, um, put you in a brief hold. Let me see if I'm able to connect with someone at the other department, because I cannot find that. Just bear with me one more time, please. Okay. Ma'am? Yes. Okay, 'cause, um... I do not... We don't, we don't do Accra. What? Um, I'm just... Yeah, I'm trying to figure out when do you call? They said that you, um- It says on the brochure that the BIC plan, minimum essential coverage, however, the benefit plans are not as comprehensive compared to the other plan. You must call at BI- uh, at 800-497-4856. I understand, 'cause we used to ha- we used to provide benefits to Accra, but we no longer do- Yeah, that... I called last week. You still- I tried, I called last week and I was talking to somebody- No, no, I mean- But- I mean, I don't say it, it didn't happen. Um, but the thing is that we don't, we don't do Accra anymore. I don't know why, how they found- Same plan. ... found you. All of their brochures, I have two, uh, two plan. I can go through the Dayforce and then I can go through with the BIC plan, which is the minimum essential coverage. And for the minimum essential coverage, I would have to do... Actually, I can go online. So, let me go online. They have a link, member login. It's just a, it's... That's all... Let me go ahead. When you go log in to myBIC and then /Accra? Yeah, myBIC and online. Oh. Online enrollment is

currently disabled for your employer. Please contact... the number. So, I- Oh. ... won't be able to bill and do online enrollment. So, that's why I called last week. And, uh, she was able to find my information. I just And you're saying that you, um, ACRA, uh, y- you don't service ACRA anymore? No. BIC don't service ACRA anymore? No. And the thing is that, it, it confused me that, um, 'cause I don't have that many files of ACRA, and I don't find you, so that's why I'm like, when we used to make, do the service for them. So, that's why I'm, I'm surprised that they were able to find you. That you were hired- I'm surprised that you were not able to find me. Like, a couple months... Well, no. Um, what I'm saying is, like, we, um, provide services to different, uh, uh, staffing agencies, and then we stopped doing ACRA. And we could have your file, um, but since we don't service them anymore, I might have a, a phone number that I could, um, redirect you. But what I'm, I'm, you know, like, it surprised me that they find you in the system and, and I can't. Then if I wanted f- even if I wanted to find you with your whole Social Security number, I'm not able to do it, because we, we don't have ACRA in the system to create a file for someone. So, that's- that's why I'm, I'm surprised that they were able to. And you was hired- They didn't This is ... Georgette. ... Georgette. Hi. Yeah. Hey, this is Georgette. She said I can enroll you. Uh, when I was talking to her, she said, "I can enroll you right now." I said, "I will give you a call back." And I just called back and you gave me this information, that you don't service ACRA anymore. So, okay. Um, I guess I'll have to go through with other, um, options that I have. That's the only option, I guess. Because in the brochure, it says that there are two, three plans total. Um, one is BIC minimum essential coverage, and then there is another one, plus, MEC Plus- Mm-hmm. ... VIP Classic, um, that one. And, uh, they have BCDSM. So, yeah. When we used to serve ACRA, we only provide them with two, two plans. Yeah, which is MEC and MEC Plus, VIP Classic. Right? The IMA, the VIP Plus and MEC, but it's still surprising to me that you call here and someone was able to provide you with information and tell you that you, that we could enroll you. Yeah. And that, um, you know, and that they find you in the system. Because if- if we have your file, per se, it's fine, and I will be able to tell you, um, "Yeah, we do have your file, but we no longer service, uh, ACRA." That, but... What is more shocking to me is this. The Healthcare Premium, um, Plan 2023-2024 plan year, they just sent me this whole benefit enrollment. And I can go to ACRA website and literally download that file, and it says your BIC is, is there. Is there. So, that is- Yeah. ... so how- Because we don't, we don't even have a benefit guide for ACRA, uh, so they probably not giving you the updated infor- I'm looking at it. Ma'am, I completely understand. I'm looking at it. But, uh, what I'm saying is that maybe they're giving you, um, not an updated information, because we don't serve ACRA anymore. Okay. I would need to talk to my HR, but I only have one day. And so, I guess I'll have to figure it out. Okay. Well, um, if anything, my name is Pamela. Mm-hmm. I'm here from 11:00 to 8:00, Monday through Friday. Um, if you talk to them and, um, you can provide- ... them with my number. Our, um, phone calls, I recorded. You know, if anything, if I'm the one, you know, not providing you the correct information, they can go by that. That I, I was the one who's not di- didn't give you the right information, if you need to enroll or ca- um, call on Monday. 'Cause we work only Monday through Friday. Um... Yeah. Okay. Listen- You know, and like I... Yeah. Write down my name, and, um, if anything, because honestly, I'm, like, I don't n- uh, I understand that you write it, I mean, that you're reading from a booklet from us, or with our information-Yeah. Mm-hmm. So... Yeah, okay. Um... All right? I definitely appreciate it. Uh, it's 6:30. Let's see if I can find someone from Accra and reach out to them. Where are you located? If not, so, question, I'm

in, I'm in Massachusetts. Okay, so we're Eastern time. I'm w- I'm here till eight o'clock tonight. You here, but I don't know if anyone from Accra is available. No, no. The, what I'm saying is, like, if you call them and they- Mm-hmm. ... are available, you are able to talk to someone and you wanna call back, I'm still here till eight o'clock. Yeah. I have to see. My, my issue is, two, two issues. One is, I'm not sure if I'll be able to find anyone from Accra right now at 6:30. And, uh, today is the last day of my enrollment. So, I would have to- Okay. ... either look through- Like I said, write down my name, you got our number. Yeah. If- Mm-hmm. ... by today you don't get in, in, uh, contact with anybody in Accra- Mm-hmm. ... and then you do on Monday, we here at eight o'clock in the morning. I won't be here, but you could ask any of my coworkers, um, that you calling, yes, we are the provider per se, or whatever the information they give you. And then they will find a way to find you in the system and enroll you because it will be my fault. You know what I mean? Oh, okay. Okay. So you'll say my, you tell my, you tell them my name, you say you called Friday. They will find it, the, the, the phone call because I'm, uh, you know, all our calls are recorded. And, um- Mm-hmm. ... they will be able to tell that I, I, whatever, uh, you know, what we spoken right now, they will be able to see it. Mm-hmm. All right? Where is- So, if that means, uh, I'll still be able to enroll given that it was not on my fault that, i- if you- If you're now 100% sure. ... if you don't have the proper information. Mm-hmm, yes. I- it, because like I said, um, you are telling me that Accra, um, are giving you the information, they've, you know, that you couldn't roll with us. I don't find you in the system, which is not the problem because, um, I could create a file for you, but I can't because if, w- I was able to create a file, uh, in our system, we put the name of the staffing agency that we represent and it will come up to be able to create a file. But in this case, if I try to do that, we do not have Accra. Accra Corp, you don't have it? Okay. Uh, okay. Um, let me try to do that then I will talk to them and see what- Yeah. ... they say. And, um- And if you call back today, um, you could ask whoever answers the call, um, th- to ask for me if you would like to. Yeah. Okay. All right? Thank you. No problem. Yeah. Sorry for the inconvenience. I hope you of f- they could figure out somehow and be able to assist you. Yeah. Question, last question that I had is, like, um, so if my agency, i- if you don't provide service from my agency, then I won't be able to enroll, right? No. Okay. All right. Yeah. Not, not with us because you have to be act- working for a staffing agency that we represent to provide you with this service. Okay. All righty. Thank you so much. Okay. Thank you. Mm-hmm. I'm sorry for the inconvenience, ma'am. No problem. Have a good one. 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 Management Technical. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hi. Um, I wanted to enroll for my, um, health insurance.

Speaker speaker_1: Who do you work for there?

Speaker speaker_2: And I... Acro.

Speaker speaker_1: Ac- Acro? And what's the last four digits of your Social?

Speaker speaker_2: 2678.

Speaker speaker_1: 2678?

Speaker speaker_2: Yes.

Speaker speaker_1: Hmm, Acro. Give me one second, nothing is coming up, Acro. Hm. You said Acro, right? Why am I not getting anything?

Speaker speaker_2: Yes. Hm-mm.

Speaker speaker_1: Bear with me.

Speaker speaker_2: Okay.

Speaker speaker_1: When do you start working for them?

Speaker speaker_2: Uh, October. October 15th.

Speaker speaker_1: Something personal. Bear with me, ma'am, give me one more second.

Speaker speaker_2: Yeah. The enrollment end is 40 days, right?

Speaker speaker_1: I have not... I'm not sure. I have to find the file first, just bear with me, okay, just a second. Ma'am?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you for holding. You said the last four were 2678?

Speaker speaker_2: Yes.

Speaker speaker_1: And it's Arco, right?

Speaker speaker_2: Acro, A-C-R-O.

Speaker speaker_1: I don't think we do them anymore, but let me double check.

Speaker speaker_2: It says on their website, on the book, like the book, uh, brochure-

Speaker speaker_1: They do say on their website? Yeah.

Speaker speaker_2: Yeah.

Speaker speaker_1: I, I... 'Cause it's just that it's not coming up. That's why I'm not quite sure why it's not finding. Give me one more minute 'cause the system-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... it's not helping either 'cause it's slow.

Speaker speaker_2: No, it's okay. You can take your time.

Speaker speaker_1: Mm-mm. Mm-hmm.

Speaker speaker_2: Yeah. I have only one day, new hire enrollment. That's the one.

Speaker speaker_1: Hm.

Speaker speaker_2: Excuse me.

Speaker speaker_1: No problem. And you say your name is again? One more time, and I'm so sorry I make you repeat yourself.

Speaker speaker_2: Yeah. No, that's okay. Uh, Amina Akhtar. My Social Security is 2678.

Speaker speaker_1: I don't have anything here.

Speaker speaker_2: Um, last time, I think few days ago, I called and-

Speaker speaker_1: You did?

Speaker speaker_2: Yeah, uh, and she was able to find it.

Speaker speaker_1: That's weird. Why... Let's see if I'm able to pull that up. f00:01:15. Do you... Uh, you say you call a couple of days ago?

Speaker speaker_2: I'm a new hire. I was hired in October 17th... 15.

Speaker speaker_1: Okay. Hmm. I don't know why, but like I said, the system is killing me. It's weird. Let me, um, put you in a brief hold. Let me see if I'm able to connect with someone at the other department, because I cannot find that. Just bear with me one more time, please.

Speaker speaker_2: Okay.

Speaker speaker_1: Ma'am?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, 'cause, um... I do not... We don't, we don't do Accra.

Speaker speaker_2: What?

Speaker speaker_1: Um, I'm just... Yeah, I'm trying to figure out when do you call? They said that you, um-

Speaker speaker_2: It says on the brochure that the BIC plan, minimum essential coverage, however, the benefit plans are not as comprehensive compared to the other plan. You must call at BI- uh, at 800-497-4856.

Speaker speaker_1: I understand, 'cause we used to ha- we used to provide benefits to Accra, but we no longer do-

Speaker speaker_2: Yeah, that... I called last week.

Speaker speaker_1: You still-

Speaker speaker_2: I tried, I called last week and I was talking to somebody-

Speaker speaker_1: No, no, I mean-

Speaker speaker_2: But-

Speaker speaker_1: I mean, I don't say it, it didn't happen. Um, but the thing is that we don't, we don't do Accra anymore. I don't know why, how they found-

Speaker speaker_2: Same plan.

Speaker speaker_1: ... found you.

Speaker speaker_2: All of their brochures, I have two, uh, two plan. I can go through the Dayforce and then I can go through with the BIC plan, which is the minimum essential coverage. And for the minimum essential coverage, I would have to do... Actually, I can go online. So, let me go online. They have a link, member login.

Speaker speaker_1: It's just a, it's... That's all...

Speaker speaker_2: Let me go ahead.

Speaker speaker_1: When you go log in to myBIC and then /Accra?

Speaker speaker_2: Yeah, myBIC and online. Oh. Online enrollment is currently disabled for your employer. Please contact-

Speaker speaker_1: ... the number. So, I-

Speaker speaker_3: Oh.

Speaker speaker_1: ... won't be able to bill and do online enrollment. So, that's why I called last week. And, uh, she was able to find my information.

Speaker speaker_3: I just

Speaker speaker_2: And you're saying that you, um, ACRA, uh, y- you don't service ACRA anymore?

Speaker speaker_1: No.

Speaker speaker_2: BIC don't service ACRA anymore?

Speaker speaker_1: No. And the thing is that, it, it confused me that, um, 'cause I don't have that many files of ACRA, and I don't find you, so that's why I'm like, when we used to make, do the service for them. So, that's why I'm, I'm surprised that they were able to find you. That you were hired-

Speaker speaker_2: I'm surprised that you were not able to find me.

Speaker speaker_1: Like, a couple months... Well, no. Um, what I'm saying is, like, we, um, provide services to different, uh, uh, staffing agencies, and then we stopped doing ACRA. And we could have your file, um, but since we don't service them anymore, I might have a, a phone number that I could, um, redirect you. But what I'm, I'm, you know, like, it surprised me that they find you in the system and, and I can't. Then if I wanted f- even if I wanted to find you with your whole Social Security number, I'm not able to do it, because we, we don't have ACRA in the system to create a file for someone. So, that's- that's why I'm, I'm surprised that

they were able to. And you was hired-

Speaker speaker_2: They didn't

Speaker speaker_4: This is ... Georgette.

Speaker speaker_2: ... Georgette.

Speaker speaker_3: Hi.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hey, this is Georgette. She said I can enroll you. Uh, when I was talking to her, she said, "I can enroll you right now." I said, "I will give you a call back." And I just called back and you gave me this information, that you don't service ACRA anymore. So, okay. Um, I guess I'll have to go through with other, um, options that I have. That's the only option, I guess. Because in the brochure, it says that there are two, three plans total. Um, one is BIC minimum essential coverage, and then there is another one, plus, MEC Plus-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... VIP Classic, um, that one. And, uh, they have BCDSM. So, yeah.

Speaker speaker_1: When we used to serve ACRA, we only provide them with two, two plans.

Speaker speaker_2: Yeah, which is MEC and MEC Plus, VIP Classic. Right?

Speaker speaker_1: The IMA, the VIP Plus and MEC, but it's still surprising to me that you call here and someone was able to provide you with information and tell you that you, that we could enroll you.

Speaker speaker_2: Yeah.

Speaker speaker_1: And that, um, you know, and that they find you in the system. Because if- if we have your file, per se, it's fine, and I will be able to tell you, um, "Yeah, we do have your file, but we no longer service, uh, ACRA." That, but...

Speaker speaker_2: What is more shocking to me is this. The Healthcare Premium, um, Plan 2023-2024 plan year, they just sent me this whole benefit enrollment. And I can go to ACRA website and literally download that file, and it says your BIC is, is there.

Speaker speaker_1: Is there.

Speaker speaker_2: So, that is-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... so how-

Speaker speaker_1: Because we don't, we don't even have a benefit guide for ACRA, uh, so they probably not giving you the updated infor-

Speaker speaker_2: I'm looking at it.

Speaker speaker_1: Ma'am, I completely understand.

Speaker speaker_2: I'm looking at it.

Speaker speaker_1: But, uh, what I'm saying is that maybe they're giving you, um, not an updated information, because we don't serve ACRA anymore.

Speaker speaker_2: Okay. I would need to talk to my HR, but I only have one day. And so, I guess I'll have to figure it out. Okay.

Speaker speaker_1: Well, um, if anything, my name is Pamela.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm here from 11:00 to 8:00, Monday through Friday. Um, if you talk to them and, um, you can provide- ... them with my number. Our, um, phone calls, I recorded. You know, if anything, if I'm the one, you know, not providing you the correct information, they can go by that. That I, I was the one who's not di- didn't give you the right information, if you need to enroll or ca- um, call on Monday. 'Cause we work only Monday through Friday. Um...

Speaker speaker_2: Yeah. Okay. Listen-

Speaker speaker_1: You know, and like I... Yeah. Write down my name, and, um, if anything, because honestly, I'm, like, I don't n- uh, I understand that you write it, I mean, that you're reading from a booklet from us, or with our information-

Speaker speaker_2: Yeah. Mm-hmm.

Speaker speaker_1: So...

Speaker speaker_2: Yeah, okay. Um...

Speaker speaker_1: All right?

Speaker speaker_2: I definitely appreciate it. Uh, it's 6:30. Let's see if I can find someone from Accra and reach out to them.

Speaker speaker_1: Where are you located?

Speaker speaker_2: If not, so, question, I'm in, I'm in Massachusetts.

Speaker speaker_1: Okay, so we're Eastern time. I'm w- I'm here till eight o'clock tonight.

Speaker speaker_2: You here, but I don't know if anyone from Accra is available.

Speaker speaker_1: No, no. The, what I'm saying is, like, if you call them and they-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... are available, you are able to talk to someone and you wanna call back, I'm still here till eight o'clock.

Speaker speaker_2: Yeah. I have to see. My, my issue is, two, two issues. One is, I'm not sure if I'll be able to find anyone from Accra right now at 6:30. And, uh, today is the last day of

my enrollment. So, I would have to-

Speaker speaker_1: Okay.

Speaker speaker_2: ... either look through-

Speaker speaker_1: Like I said, write down my name, you got our number.

Speaker speaker_2: Yeah.

Speaker speaker_1: If-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... by today you don't get in, in, uh, contact with anybody in Accra-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and then you do on Monday, we here at eight o'clock in the morning. I won't be here, but you could ask any of my coworkers, um, that you calling, yes, we are the provider per se, or whatever the information they give you. And then they will find a way to find you in the system and enroll you because it will be my fault. You know what I mean?

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. So you'll say my, you tell my, you tell them my name, you say you called Friday. They will find it, the, the, the phone call because I'm, uh, you know, all our calls are recorded. And, um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... they will be able to tell that I, I, whatever, uh, you know, what we spoken right now, they will be able to see it.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right? Where is-

Speaker speaker_2: So, if that means, uh, I'll still be able to enroll given that it was not on my fault that, i- if you-

Speaker speaker_1: If you're now 100% sure.

Speaker speaker_2: ... if you don't have the proper information.

Speaker speaker_1: Mm-hmm, yes. I- it, because like I said, um, you are telling me that Accra, um, are giving you the information, they've, you know, that you couldn't roll with us. I don't find you in the system, which is not the problem because, um, I could create a file for you, but I can't because if, w- I was able to create a file, uh, in our system, we put the name of the staffing agency that we represent and it will come up to be able to create a file. But in this case, if I try to do that, we do not have Accra.

Speaker speaker_2: Accra Corp, you don't have it? Okay. Uh, okay. Um, let me try to do that then I will talk to them and see what-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... they say. And, um-

Speaker speaker_1: And if you call back today, um, you could ask whoever answers the call, um, th- to ask for me if you would like to.

Speaker speaker_2: Yeah. Okay.

Speaker speaker_1: All right?

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: Yeah.

Speaker speaker_1: Sorry for the inconvenience. I hope you of f- they could figure out somehow and be able to assist you.

Speaker speaker_2: Yeah. Question, last question that I had is, like, um, so if my agency, i- if you don't provide service from my agency, then I won't be able to enroll, right?

Speaker speaker_1: No.

Speaker speaker_2: Okay. All right. Yeah.

Speaker speaker_1: Not, not with us because you have to be act- working for a staffing agency that we represent to provide you with this service.

Speaker speaker_2: Okay. All righty. Thank you so much.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm sorry for the inconvenience, ma'am.

Speaker speaker_2: No problem. Have a good one.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye.