

Transcript: Pamela

Blanc-5215877441470464-4965854308941824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi, Pamela. Um, I just wanted to check if my benefits are active. I am a new employee and I'm just trying to figure out what the deal is because I thought online it looks like I'm, I'm ready to go but, um, another agent a, a few days ago told me I was not, so I just wanted to double check. Sure. What's the staffing agency you work for? Um, Clinical Staffing Resources. Can you... Last four digits of your Social? Yes, ma'am. It's, uh, 4193. Your first and last name? Laura Alves. Miss Alves? Yes. For security reasons- Yes. ... just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yep. 273 Earl Avenue, Lynbrook, 11563, and my date of birth is, uh, June 30th, '78. Thank you for the information. We have a telephone number on file with sev- 917-776-7146 and your email is, uh- 7145, right? Yes, I'm sorry. Yes, 7145. No, you're fine. Just wanna make sure. Thank you. And e-mail's blauralee@gmail.com? Yes, ma'am. Mm-hmm. So yes, you are enrolled, but all we still waiting on is on the cov- uh, the premium from your employer. Hmm. Have they made the deductions on your payroll? They did, they did. They have... Um, the first pay stub. The problem is that since I get it direct deposited, I, I didn't see the actual stub but I know they made deductions 'cause it's, it's much less than, you know, according to my hourly rate calculations or whatever. Mm-hmm. So, I know they made the deduction, I just don't have the stub in front of me. I get it. So, usually if you get the deductions on, done on the day of your payment and if the premium from your, for your benefits are deducted, then the following month the, the benefits will be active. If they did it last... Well, I mean, this week it should be showing on our system for next week but it's not showing up yet. Gotcha. Now if you wanna- Gotcha. ... give us a, a call Monday just to check... Um, do you get paid on Fridays? I think it is Fridays, yeah. Okay. So, um, since you're not able to see your pay stub you could give us a call back on Monday. I have to ask her. Okay. Okay. And see if we received it. If not, you could let them know that that's what we're waiting for, your benefits to start. Gotcha. Okay. And may I just confirm, 'cause I'm brand new to Benefits and a Card. So, you guys are, are like the plan administrator, right? And then- Yes. ... the actual insurance is distributed by MultiPlan, is that right? Well, um, the insurance, the actual carrier will be, um, APL, American Public Life and 90 Degree. Oh, boy. Both APL and 90 Degree. Okay. American Public Life and 90- Mm-hmm. So that would be medical, so like my doctor's office. Medical and dental, yes. As well as- Medical, dentals. Mm-hmm. For group accident and short-term disability, critical il- those, it... They belong to American Public Life. Now, um, your MultiPlan is for you to find new providers that are within the network. MultiPlan is to find the provi- like the doctor, like my kids' doctor, my doctor. I have to look under that website? Yes, ma'am. Okay. Okay, so is, I, am I, uh... Can I assume I'm covered if they accept MultiPlan then? If they are in the

network, yes. I mean, they- Gotcha. ... if they accept that. Okay, gotcha. I'm sorry. All right. Thank you so much for all your help. Thank you for giving us a call. Have a great rest of the day. Thank you. Take care.

Conversation Format

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

Speaker speaker_1: Hi, thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, Pamela. Um, I just wanted to check if my benefits are active. I am a new employee and I'm just trying to figure out what the deal is because I thought online it looks like I'm, I'm ready to go but, um, another agent a, a few days ago told me I was not, so I just wanted to double check.

Speaker speaker_1: Sure. What's the staffing agency you work for?

Speaker speaker_2: Um, Clinical Staffing Resources.

Speaker speaker_1: Can you... Last four digits of your Social?

Speaker speaker_2: Yes, ma'am. It's, uh, 4193.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Laura Alves.

Speaker speaker_1: Miss Alves?

Speaker speaker_2: Yes.

Speaker speaker_1: For security reasons-

Speaker speaker_2: Yes.

Speaker speaker_1: ... just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yep. 273 Earl Avenue, Lynbrook, 11563, and my date of birth is, uh, June 30th, '78.

Speaker speaker_1: Thank you for the information. We have a telephone number on file with sev- 917-776-7146 and your email is, uh-

Speaker speaker_2: 7145, right?

Speaker speaker_1: Yes, I'm sorry. Yes, 7145.

Speaker speaker_2: No, you're fine. Just wanna make sure. Thank you.

Speaker speaker_1: And e-email's blauralee@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Mm-hmm. So yes, you are enrolled, but all we still waiting on is on the cov- uh, the premium from your employer.

Speaker speaker_2: Hmm.

Speaker speaker_1: Have they made the deductions on your payroll?

Speaker speaker_2: They did, they did. They have... Um, the first pay stub. The problem is that since I get it direct deposited, I, I didn't see the actual stub but I know they made deductions 'cause it's, it's much less than, you know, according to my hourly rate calculations or whatever.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So, I know they made the deduction, I just don't have the stub in front of me.

Speaker speaker_1: I get it. So, usually if you get the deductions on, done on the day of your payment and if the premium from your, for your benefits are deducted, then the following month the, the benefits will be active. If they did it last... Well, I mean, this week it should be showing on our system for next week but it's not showing up yet.

Speaker speaker_2: Gotcha.

Speaker speaker_1: Now if you wanna-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... give us a, a call Monday just to check... Um, do you get paid on Fridays?

Speaker speaker_2: I think it is Fridays, yeah.

Speaker speaker_1: Okay. So, um, since you're not able to see your pay stub you could give us a call back on Monday.

Speaker speaker_2: I have to ask her. Okay.

Speaker speaker_1: Okay. And see if we received it. If not, you could let them know that that's what we're waiting for, your benefits to start.

Speaker speaker_2: Gotcha. Okay. And may I just confirm, 'cause I'm brand new to Benefits and a Card. So, you guys are, are like the plan administrator, right? And then-

Speaker speaker_1: Yes.

Speaker speaker_2: ... the actual insurance is distributed by MultiPlan, is that right?

Speaker speaker_1: Well, um, the insurance, the actual carrier will be, um, APL, American Public Life and 90 Degree.

Speaker speaker_2: Oh, boy. Both APL and 90 Degree. Okay. American Public Life and 90-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: So that would be medical, so like my doctor's office.

Speaker speaker_1: Medical and dental, yes. As well as-

Speaker speaker_2: Medical, dentals.

Speaker speaker_1: Mm-hmm. For group accident and short-term disability, critical il- those, it... They belong to American Public Life. Now, um, your MultiPlan is for you to find new providers that are within the network.

Speaker speaker_2: MultiPlan is to find the provi- like the doctor, like my kids' doctor, my doctor. I have to look under that website?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. Okay, so is, I, am I, uh... Can I assume I'm covered if they accept MultiPlan then?

Speaker speaker_1: If they are in the network, yes. I mean, they-

Speaker speaker_2: Gotcha.

Speaker speaker_1: ... if they accept that.

Speaker speaker_2: Okay, gotcha.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: All right. Thank you so much for all your help.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: Thank you. Take care.