

Transcript: Pamela

Blanc-5689099648024576-4579459212296192

Full Transcript

Thank you for calling Benefits and Acquiries Hi. I have a question. Um, I am trying to sign up for benefits, and there's a few that I do not want. And it's, it's having me still get it, so I don't know how to fix it. Okay. May I have the name of the staffing agency you're working for? Yes, Creative Circle. And the last four digits of your social? Um, can I do it without it, or do you think I have to do it with this? In order for me to pull up your file, I need that. Okay. Mm. 7912. The first and last name. Uh, Monique Rodriguez. You created your file today? Yes. I'm working on it now, and I don't, I, I don't need dental or anything, and it's... I don't know. There's some reason, for some reason, it's making me have it. I just- Well, Creative Circle- Mm-hmm. ... has the bundle with the dental, life, and vision, Ms. Rodriguez. And- I'm sorry. Mm-hmm. I just wanna verify the information in our systems to make sure it, it's correct. And for security reasons- Mm-hmm. ... we need to verify your address and date of birth. Mm-hmm. Um, it's 7/16/81 is, um, I, um, uh, blue, drew a blank. 1536 Fern Meadow Street, Kindred, Florida, 34744. Okay. We have the tax number of 53218989 5465. Mm-hmm. And your email is monique.rodriguez.writer- Mm-hmm. ... @gmail? Yes, correct. So, do you just want behavioral health? I want just behavior and vision. Yes. I mean, they said they have that term life. I'm guessing that's life insurance. Yeah, but the thing is that, like I said, uh, Creative Circle have those three- Mm-hmm. ... as a bundle. So if you- Oh. ... choose vision, automatically it will come with the dental and life insurance- Okay. ... in your policy. So, can I just do the behavior health as well? Sure. So let me change what you got- Mm-hmm. ... um, to behavioral health only. Okay. Thank you. That will be \$1.50, \$1.50 for paycheck. Okay. The benefits will start the following Monday after we receive the first premium from your employer. Mm-hmm. Then you will receive the information in the mail. Okay. And how to set up your account online. Okay, perfect. Yeah, I see. I have, um, I have a quick question. I have an appointment with, um, a mental health coach tomorrow. I know it takes a second to bill. Do you think I should still go to that appointment? It won't be covered. Oh, okay. So they're gonna send me everything? Because it takes about two weeks to three weeks for this to kick in. But we'll send this- Mm-hmm. ... information to your employer. Mm-hmm. Then they will, um, set it up on their end to make a deduction out of your paycheck. Mm-hmm. And then when we receive the first premium, that's when- ... the benefits become effective. So it takes about two weeks for all that to happen. Rah. Okay. Okay, yeah, I saw that. I, um, I think you guys will receive it, I guess the money out of my paycheck tomorrow. But I'm guessing the agency pays you- No. ... a certain amount, I'm guessing. No. It won't happen tomorrow. Oh, okay. All right. This is all being, this is all being processed today. Oh, okay. All right. Yeah, so most likely, um, we might receive it next week. Oh, okay. And then, uh, on the following Monday, the benefits might be active. But I cannot assure you that, because we don't have access to your payroll. Okay. So, okay. So I should wait about two weeks to book an appointment? Um, uh, yeah. I will say so.

Okay. If you wanna give us a call after you see the first premium on your paycheck- Mm-hmm. Okay. ... following Monday, just to make sure that it, it is active. Okay. Perfecto. All right. Okay. All right, thank you. Anything else I can do for you, ma'am? Nope, that's it. All right, thank you for giving us a call today. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Acquiries

Speaker speaker_1: Hi. I have a question. Um, I am trying to sign up for benefits, and there's a few that I do not want. And it's, it's having me still get it, so I don't know how to fix it.

Speaker speaker_0: Okay. May I have the name of the staffing agency you're working for?

Speaker speaker_1: Yes, Creative Circle.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: Um, can I do it without it, or do you think I have to do it with this?

Speaker speaker_0: In order for me to pull up your file, I need that.

Speaker speaker_1: Okay. Mm. 7912.

Speaker speaker_0: The first and last name.

Speaker speaker_1: Uh, Monique Rodriguez.

Speaker speaker_0: You created your file today?

Speaker speaker_1: Yes. I'm working on it now, and I don't, I, I don't need dental or anything, and it's... I don't know. There's some reason, for some reason, it's making me have it. I just-

Speaker speaker_0: Well, Creative Circle-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... has the bundle with the dental, life, and vision, Ms. Rodriguez.

Speaker speaker_1: And-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I just wanna verify the information in our systems to make sure it, it's correct. And for security reasons-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... we need to verify your address and date of birth.

Speaker speaker_1: Mm-hmm. Um, it's 7/16/81 is, um, I, um, uh, blue, drew a blank. 1536 Fern Meadow Street, Kindred, Florida, 34744.

Speaker speaker_0: Okay. We have the tax number of 53218989 5465.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And your email is monique.rodriquez.writer-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... @gmail?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: So, do you just want behavioral health?

Speaker speaker_1: I want just behavior and vision. Yes. I mean, they said they have that term life. I'm guessing that's life insurance.

Speaker speaker_0: Yeah, but the thing is that, like I said, uh, Creative Circle have those three-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... as a bundle. So if you-

Speaker speaker_1: Oh.

Speaker speaker_0: ... choose vision, automatically it will come with the dental and life insurance-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in your policy.

Speaker speaker_1: So, can I just do the behavior health as well?

Speaker speaker_0: Sure. So let me change what you got-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, to behavioral health only.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: That will be \$1.50, \$1.50 for paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: The benefits will start the following Monday after we receive the first premium from your employer.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Then you will receive the information in the mail.

Speaker speaker_1: Okay.

Speaker speaker_0: And how to set up your account online.

Speaker speaker_1: Okay, perfect. Yeah, I see. I have, um, I have a quick question. I have an appointment with, um, a mental health coach tomorrow. I know it takes a second to bill. Do you think I should still go to that appointment?

Speaker speaker_0: It won't be covered.

Speaker speaker_1: Oh, okay. So they're gonna send me everything?

Speaker speaker_0: Because it takes about two weeks to three weeks for this to kick in. But we'll send this-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... information to your employer.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Then they will, um, set it up on their end to make a deduction out of your paycheck.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then when we receive the first premium, that's when- ... the benefits become effective. So it takes about two weeks for all that to happen.

Speaker speaker_1: Rah. Okay. Okay, yeah, I saw that. I, um, I think you guys will receive it, I guess the money out of my paycheck tomorrow. But I'm guessing the agency pays you-

Speaker speaker_0: No.

Speaker speaker_1: ... a certain amount, I'm guessing.

Speaker speaker_0: No. It won't happen tomorrow.

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: This is all being, this is all being processed today.

Speaker speaker_1: Oh, okay. All right.

Speaker speaker_0: Yeah, so most likely, um, we might receive it next week.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And then, uh, on the following Monday, the benefits might be active. But I cannot assure you that, because we don't have access to your payroll.

Speaker speaker_1: Okay. So, okay. So I should wait about two weeks to book an appointment?

Speaker speaker_0: Um, uh, yeah. I will say so.

Speaker speaker_1: Okay.

Speaker speaker_0: If you wanna give us a call after you see the first premium on your paycheck-

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: ... following Monday, just to make sure that it, it is active.

Speaker speaker_1: Okay. Perfecto.

Speaker speaker_0: All right.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: Anything else I can do for you, ma'am?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too. Bye.