

Transcript: Pamela

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Full Transcript

Thank you for calling benefits in a car. This is Diana speaking. How may I help you? Uh, my name is Michael Russell. I just received a text message saying, uh, there was a lapse in coverage in the last one or two weeks due to a missed payroll deduction. I don't even know what's going on here. Okay, so we are the administrator for health insurance for Staffing Agency. Okay. Are you currently working for a staffing agency? Here and there, part-time. But I didn't sign up for no benefits. Well, probably, probably they auto enrolled you. What's the name of the staffing agency? Oh. Do you want to check? Uh, is it Liberty? Liberty maybe? Um, Liberty. Hmm, mm-hmm. By any chance do you know if they are called by any other name? Well, BGSS. Okay, yeah, BGSS. It was BG. Mm-hmm. Um- I said that. Let me, um, let me look it up. May I have the last four digits of your Social so I can pull up your file? 1645. Okay. All right, Mr. Russell, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1217 Lexis Avenue, Apartment one, August 4th, 1987. What was the name of the city and state? I didn't hear you, sir. Fort Worth, Texas, 76120. All right, thank you. We have a phone number on file, 817-82... 822. ... 83... 86. Yes, that's me. All right. At jones@... My email? ... barbara@gmail.com. Yep, that's me. Okay. So, what I see here is that you have been enrolled in the health benefits. Oh, okay. Let's see. Give me one second. So we received a enrollment form back in March 5th where you wanted to enroll in the health benefit. That's why you're being charged. Oh, how am I missing? So we did receive one premium for the week of the 28th, and we haven't received anything else for this week. I didn't work this week. Okay. So, most likely that's the reason why. Now you can- Oh, okay. ... choose your election if you would like to, or are you going back to work? It's just when they send me out. But it's part-time. It's not a full-time job. Okay. So if you're not... If you don't work enough hours to meet the premium, then they won't charge you, but you will still receive the, the text- A message? Okay. ... stating that. Yeah. Um, if, you should be receiving your ID card sometime next week. Okay. Just make sure that before you decide to use the benefits, give us a call since you're not, not active at the moment. Is that for dental? Yeah. Uh, yes, you have dental, short-term disability, life insurance and medical. Cool. Cool. Okay. Right? Yeah. If you do want to use the benefits then you will have to do, uh, make a direct payment yourself. Okay. All right. Anything else I could do for you, sir? And if I do want to use the benefits for dental, I'm gonna probably want to use them soon and I gotta make a directed payment, w- how do I go about that? 'Cause I probably will do that. 'Cause, uh, like I said, the BG thing is temporary. Like, when they send me to places, like they sent me on their terms but I can afford to pay it. Mm-hmm. Yeah, but, um, like I said if you want to make the direct payment this week you could do so. You've got to do it every Monday. Um, are you going back to work next week? Yes, for sure. Hopefully, hopefully even tomorrow. All right. So just make sure you give us a call before, when you get the ID

cards and you decide to use the benefits, um, just to make sure that we receive the premium and if not you will have to make the direct payment yourself. Okay. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. ¿Entendiste la llamada?

Conversation Format

Speaker speaker_0: Thank you for calling benefits in a car. This is Diana speaking. How may I help you?

Speaker speaker_1: Uh, my name is Michael Russell. I just received a text message saying, uh, there was a lapse in coverage in the last one or two weeks due to a missed payroll deduction. I don't even know what's going on here.

Speaker speaker_0: Okay, so we are the administrator for health insurance for Staffing Agency.

Speaker speaker_1: Okay.

Speaker speaker_0: Are you currently working for a staffing agency?

Speaker speaker_1: Here and there, part-time. But I didn't sign up for no benefits.

Speaker speaker_0: Well, probably, probably they auto enrolled you. What's the name of the staffing agency?

Speaker speaker_1: Oh.

Speaker speaker_0: Do you want to check?

Speaker speaker_1: Uh, is it Liberty? Liberty maybe?

Speaker speaker_0: Um, Liberty. Hmm, mm-hmm. By any chance do you know if they are called by any other name?

Speaker speaker_1: Well, BGSS.

Speaker speaker_0: Okay, yeah, BGSS.

Speaker speaker_1: It was BG.

Speaker speaker_0: Mm-hmm. Um-

Speaker speaker_1: I said that.

Speaker speaker_0: Let me, um, let me look it up. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 1645.

Speaker speaker_0: Okay. All right, Mr. Russell, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 1217 Lexis Avenue, Apartment one, August 4th, 1987.

Speaker speaker_0: What was the name of the city and state? I didn't hear you, sir.

Speaker speaker_1: Fort Worth, Texas, 76120.

Speaker speaker_0: All right, thank you. We have a phone number on file, 817-82...

Speaker speaker_1: 822.

Speaker speaker_0: ... 83... 86.

Speaker speaker_1: Yes, that's me.

Speaker speaker_0: All right. At jones@...

Speaker speaker_1: My email?

Speaker speaker_0: ... barbara@gmail.com.

Speaker speaker_1: Yep, that's me.

Speaker speaker_0: Okay. So, what I see here is that you have been enrolled in the health benefits.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Let's see. Give me one second. So we received a enrollment form back in March 5th where you wanted to enroll in the health benefit. That's why you're being charged.

Speaker speaker_1: Oh, how am I missing?

Speaker speaker_0: So we did receive one premium for the week of the 28th, and we haven't received anything else for this week.

Speaker speaker_1: I didn't work this week.

Speaker speaker_0: Okay. So, most likely that's the reason why. Now you can-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... choose your election if you would like to, or are you going back to work?

Speaker speaker_1: It's just when they send me out. But it's part-time. It's not a full-time job.

Speaker speaker_0: Okay. So if you're not... If you don't work enough hours to meet the premium, then they won't charge you, but you will still receive the, the text-

Speaker speaker_1: A message? Okay.

Speaker speaker_0: ... stating that. Yeah. Um, if, you should be receiving your ID card sometime next week.

Speaker speaker_1: Okay.

Speaker speaker_0: Just make sure that before you decide to use the benefits, give us a call since you're not, not active at the moment.

Speaker speaker_1: Is that for dental?

Speaker speaker_0: Yeah. Uh, yes, you have dental, short-term disability, life insurance and medical.

Speaker speaker_1: Cool. Cool. Okay.

Speaker speaker_0: Right?

Speaker speaker_1: Yeah.

Speaker speaker_0: If you do want to use the benefits then you will have to do, uh, make a direct payment yourself.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I could do for you, sir?

Speaker speaker_1: And if I do want to use the benefits for dental, I'm gonna probably want to use them soon and I gotta make a directed payment, w- how do I go about that? 'Cause I probably will do that. 'Cause, uh, like I said, the BG thing is temporary. Like, when they send me to places, like they sent me on their terms but I can afford to pay it.

Speaker speaker_0: Mm-hmm. Yeah, but, um, like I said if you want to make the direct payment this week you could do so. You've got to do it every Monday. Um, are you going back to work next week?

Speaker speaker_1: Yes, for sure. Hopefully, hopefully even tomorrow.

Speaker speaker_0: All right. So just make sure you give us a call before, when you get the ID cards and you decide to use the benefits, um, just to make sure that we receive the premium and if not you will have to make the direct payment yourself.

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: ¿Entendiste la llamada?