

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Yeah. ... in Acquired. This is Pamela speaking. How may I help you? Uh, yeah. I was calling, I was trying to opt out from the health insurance benefits from, um, from this position that I'm starting. I don't really want the benefits. And when I, um, I tried to click here to, to, uh, get to the, the, uh, portal, but it says my email isn't valid. So it said I can either do it that way, or call this number, so I'm calling y'all to opt out of the, uh- May I have the last three digits of your Social? 0738. And the name of the staffing agency? American Staff Corp. And what's the first and last name, sir? Martez Ivy. So, so we don't have the file in the system. Now, we could go ahead and create one, um, if you're willing to provide a person- Oh. If I'm willing to provide who? The personal information. If not, um, you're not going to be allowed on- Yeah, I will. I will. All right. I will. So it's American Staff Corp. Yep. American, uh, Staff, S-S-T-A-F-F C-O-R-P. Staff Corp. Okay. So we're going to create the file. No wonder it wouldn't let me, uh... I guess the file wasn't, uh, the file wasn't even made for me yet. Mm-hmm. I got hired pretty quick on the job, so- All right, so next time, I'm gonna ask you for your whole Social Security number, your first name, last name, m- mailing address and date of birth, all right? Okay. Okay. So may I have the full Social please? My Social is, uh, 35978-0738. I'm gonna read it back to you just to make sure I have it correct. 35978-0738? Correct. All right. And now I'm gonna need you to spell your first name just to make sure I have it correct, sir. Okay. It's M as in man, A as in apple, R as in rainbow, T as in Tom, E as in elephant and Z as in zebra. Martez. My last name is Ivy. I as in ice, V as in Victor, Y as in young. All right. And your date of birth? February 24th, 1975. Oh. And is the telephone number you're calling, is that the number to reach you, sir? Uh, yeah. 336-269-4280. Now, and the last thing I need is your mailing address. Uh, let me see. Hold on, hold on. I just got here to Springfield. Make sure I have the, you know, right mailing address. Uh, 1610 North Broadway. 1610 North Broadway. Springfield. Yep. 16110, uh, excuse me. 1610 North Broadway Avenue, Springfield, Missouri, 65803. Thank you. Okay. All right. I went ahead and declined the auto enrollment. Is there anything else I have to do for you, sir? Uh, no. So you opted me out for the insurance? Yes, sir. Mm-hmm. Okay. Yeah, that... No, now that was my per-... So, so, uh, do I have a p-... I, I... So you created a profile. Like, do I have a p-... Like, how would I be able to get in? 'Cause it said my email isn't valid when I tried to, uh, when I tried to opt out myself. So did you create a, like, a username or password for me? No. I created just a file with, um... It should let you go through, um, to finish the onboarding, because that's, actually it's just for us, like the, the email and title login. So you shouldn't- Okay. ... have an issue just to continue. Okay, so let me ask you this. So for, for, for the, uh, for the, the health insurance ack- acknowledgment, since you opted me out already, uh, I don't have to sign this, do I? No, you don't have to. Okay, all right. Then that was my last question. So, so it should, it should let me go to the... So, so what... Okay. Can I finish

onboarding, uh, without signing this? Yes. Okay. It shouldn't let you, um- Let me see if it... I'm trying to see if it'll let me go to the next field. I'm trying to... Uh, okay, acknowledgment of agreement for direct deposit. Uh, hold on. Uh, let's see. One more field. Uh, I'm trying to see if it'll let me go to the next field before I get off the phone with you. Hold on. Uh, just one more to sign. Okay, now it's back to the... W- it say one required field remaining. This is the, uh, the health place. Uh, so- Well, um- ... let me... Hold on. Let me go see if it let me without even signing. Uh, 'cause if I sign it, it's saying that I agree to it and, you know what I mean? It's not letting me go- Even, even, even though if you don't do anything to it, you won't get auto enrolled because I already create the file on our end. Now when it comes to the onboarding, if it's not letting you go through, you will have to reach out to American StaffCorps because we don't, we don't manage anything when it comes to the o- the rest of the onboarding. Oh. Okay, well it say by signing this document you acknowledge you have read this document. You will automatically be enrolled in the MA unless you take action to opt out or amend coverage. But, like I gotta sign it to keep Onboard's note, you know what I mean? Okay, but that's fine. That's fine 'cause you're not gonna get auto enrolled anyway. Like I said- Okay. ... we already create a file. Right, now say finish. Yeah, okay. It made me sign it just to, to go to the next field. Okay, I'm gonna... Um, so, so, so even though I signed it, it's still not gonna enroll me. No, sir. Okay, all right. Okay, I'ma finish my onboarding. When you, when, when you start the job, you, you do gonna receive, um, e- texts letting you know about the enrollment. You could, um... They go out automatically so you could, how you say? Um, ignore them 'cause I already opted you out. Oh, oh- I'm just letting you know- ... okay, oh- ... so you don't feel like- ... okay, so when I start this job- ... over s- uh- Right, when they send me the notifications- Yeah. ... just disregard because you op- Yeah. Yeah, I, I, I got you. Yes, sir. Okay. All right? All right. All right, thanks for having me. Thank you for giving us a call. Have a great rest of the day. All right, you too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits

Speaker speaker_1: Yeah.

Speaker speaker_0: ... in Acquired. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, yeah. I was calling, I was trying to opt out from the health insurance benefits from, um, from this position that I'm starting. I don't really want the benefits. And when I, um, I tried to click here to, to, uh, get to the, the, uh, portal, but it says my email isn't valid. So it said I can either do it that way, or call this number, so I'm calling y'all to opt out of the, uh-

Speaker speaker_0: May I have the last three digits of your Social?

Speaker speaker_1: 0738.

Speaker speaker_0: And the name of the staffing agency?

Speaker speaker_1: American Staff Corp.

Speaker speaker_0: And what's the first and last name, sir?

Speaker speaker_1: Martez Ivy.

Speaker speaker_0: So, so we don't have the file in the system. Now, we could go ahead and create one, um, if you're willing to provide a person-

Speaker speaker_1: Oh. If I'm willing to provide who?

Speaker speaker_0: The personal information. If not, um, you're not going to be allowed on-

Speaker speaker_1: Yeah, I will. I will.

Speaker speaker_0: All right.

Speaker speaker_1: I will.

Speaker speaker_0: So it's American Staff Corp.

Speaker speaker_1: Yep. American, uh, Staff, S-S-T-A-F-F C-O-R-P. Staff Corp.

Speaker speaker_0: Okay. So we're going to create the file.

Speaker speaker_1: No wonder it wouldn't let me, uh... I guess the file wasn't, uh, the file wasn't even made for me yet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I got hired pretty quick on the job, so-

Speaker speaker_0: All right, so next time, I'm gonna ask you for your whole Social Security number, your first name, last name, m- mailing address and date of birth, all right?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So may I have the full Social please?

Speaker speaker_1: My Social is, uh, 35978-0738.

Speaker speaker_0: I'm gonna read it back to you just to make sure I have it correct. 35978-0738?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And now I'm gonna need you to spell your first name just to make sure I have it correct, sir.

Speaker speaker_1: Okay. It's M as in man, A as in apple, R as in rainbow, T as in Tom, E as in elephant and Z as in zebra. Martez. My last name is Ivy. I as in ice, V as in Victor, Y as in young.

Speaker speaker_0: All right. And your date of birth?

Speaker speaker_1: February 24th, 1975.

Speaker speaker_0: Oh. And is the telephone number you're calling, is that the number to reach you, sir?

Speaker speaker_1: Uh, yeah. 336-269-4280.

Speaker speaker_0: Now, and the last thing I need is your mailing address.

Speaker speaker_1: Uh, let me see. Hold on, hold on. I just got here to Springfield. Make sure I have the, you know, right mailing address. Uh, 1610 North Broadway.

Speaker speaker_0: 1610 North Broadway.

Speaker speaker_1: Springfield. Yep. 16110, uh, excuse me. 1610 North Broadway Avenue, Springfield, Missouri, 65803.

Speaker speaker_0: Thank you. Okay. All right. I went ahead and declined the auto enrollment. Is there anything else I have to do for you, sir?

Speaker speaker_1: Uh, no. So you opted me out for the insurance?

Speaker speaker_0: Yes, sir. Mm-hmm.

Speaker speaker_1: Okay. Yeah, that... No, now that was my per-... So, so, uh, do I have a p-... I, I... So you created a profile. Like, do I have a p-... Like, how would I be able to get in? 'Cause it said my email isn't valid when I tried to, uh, when I tried to opt out myself. So did you create a, like, a username or password for me?

Speaker speaker_0: No. I created just a file with, um... It should let you go through, um, to finish the onboarding, because that's, actually it's just for us, like the, the email and title login. So you shouldn't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... have an issue just to continue.

Speaker speaker_1: Okay, so let me ask you this. So for, for, for the, uh, for the, the health insurance ack- acknowledgment, since you opted me out already, uh, I don't have to sign this, do I?

Speaker speaker_0: No, you don't have to.

Speaker speaker_1: Okay, all right. Then that was my last question. So, so it should, it should let me go to the... So, so what... Okay. Can I finish onboarding, uh, without signing this?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: It shouldn't let you, um-

Speaker speaker_1: Let me see if it... I'm trying to see if it'll let me go to the next field. I'm trying to... Uh, okay, acknowledgment of agreement for direct deposit. Uh, hold on. Uh, let's see. One more field. Uh, I'm trying to see if it'll let me go to the next field before I get off the

phone with you. Hold on. Uh, just one more to sign. Okay, now it's back to the... W- it say one required field remaining. This is the, uh, the health place. Uh, so-

Speaker speaker_0: Well, um-

Speaker speaker_1: ... let me... Hold on. Let me go see if it let me without even signing. Uh, 'cause if I sign it, it's saying that I agree to it and, you know what I mean? It's not letting me go-

Speaker speaker_0: Even, even, even though if you don't do anything to it, you won't get auto enrolled because I already create the file on our end. Now when it comes to the onboarding, if it's not letting you go through, you will have to reach out to American StaffCorps because we don't, we don't manage anything when it comes to the o- the rest of the onboarding.

Speaker speaker_1: Oh. Okay, well it say by signing this document you acknowledge you have read this document. You will automatically be enrolled in the MA unless you take action to opt out or amend coverage. But, like I gotta sign it to keep Onboard's note, you know what I mean?

Speaker speaker_0: Okay, but that's fine. That's fine 'cause you're not gonna get auto enrolled anyway. Like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we already create a file.

Speaker speaker_1: Right, now say finish. Yeah, okay. It made me sign it just to, to go to the next field. Okay, I'm gonna... Um, so, so, so even though I signed it, it's still not gonna enroll me.

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay, all right. Okay, I'ma finish my onboarding.

Speaker speaker_0: When you, when, when you start the job, you, you do gonna receive, um, e- texts letting you know about the enrollment. You could, um... They go out automatically so you could, how you say? Um, ignore them 'cause I already opted you out.

Speaker speaker_1: Oh, oh-

Speaker speaker_0: I'm just letting you know-

Speaker speaker_1: ... okay, oh-

Speaker speaker_0: ... so you don't feel like-

Speaker speaker_1: ... okay, so when I start this job-

Speaker speaker_0: ... over s- uh-

Speaker speaker_1: Right, when they send me the notifications-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... just disregard because you op-

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah, I, I, I got you.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right. All right, thanks for having me.

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

Speaker speaker_1: All right, you too. Bye.