

Transcript: Pearl

Rojas-4724625386422272-5239843355017216

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with Deloris Anderson. You had left me a message. Do you work for a staffing agency? Yeah. So we're the healthcare benefits... We're the healthcare administrators for various different staffing agencies. Um, most staffing agencies offer like dental, medical, vision, short-term disability. Um, what is the last four digits of your social and the name of the staffing agency you work for? Oh, excuse me. Um, I was, um, trying to get, I guess, the insurance or whatever. Is it free insurance or how do it go? No, it's something that's deducted from your check every week. Oh, okay. But the name of it is Kansas... It just... I'm sorry. I had to sneeze. Nice. Uh, okay, I haven't started yet. Okay. What's the name of the staffing agency you went through? Oh. Okay. Let me see. Well, I don't have no dependents. Okay. No. No children. I had, um... My husband's not working, but I just had one. Uh, no kids. That's what I meant to say. Okay. Okay. I gotta find it. I'm sorry. Uh. You are . I wish it followed somebody else. I have to call it. Um, is it Hospitality Staffing Solution? Yeah. What is the last four digits of your social? 4591. I did do an account for you for that staffing agency. What is your address and date of birth? 9600 North Highland Terrace, Kansas City, Missouri, 64155 and date of birth is July the 8th, 1957. Okay. Bear with me. Okay. It is Missouri. Okay. And I'm sorry. Repeat your date of birth for me. July the 8th, 1957. Okay. So it looks like we didn't have your date of birth on file. Can you verify your full social so I can update your date of birth? Oh. Oh, okay. It's 511-66-4591. Okay. Now your phone number is 913-378-5229? Yes. And your email address as delorisrich16@gmail.com? Gmail.com. Yes. Okay. So that's what it looks like the issue was, is that you, on your form when you filled it out, you chose some coverage for employee plus children, and we didn't receive any dependent information. So the coverage is - Well, I don't have no dependent. I don't... If that wasn't... I tried to click that stuff off and I couldn't even get it off. Uh, it was accidental. I didn't mean to have that. It... I said once you... I was trying to clear off some stuff and it couldn't do it. Okay. So do you, you do wanna enroll in coverage, just the coverage for your self only, correct? Yeah. Uh, and my husband, but this is like, how much is it a week? Um, give me one moment. I'll let you know right now. Um, let me see. And you gotta work so many hours before you can qualify, right? No, ma'am. Once you start working with a staffing agency, you're able to enroll in coverage. Oh, I thought you had to have so many hours. No, ma'am. Did you want all the coverage for you and your spouse, the ones that you chose? Okay. How much... Yeah. How much is the coverages? I, I just need to make sure what... if you wanted for all of it for you and your spouse so I can give you a correct price. Give me one moment. Okay. And what did... What would that cover? What kind of coverage is it? I'm sorry. You need to go over it with me. So you chose dental, short-term disability, life insurance, vision, critical illness, group accidents, um, identity theft protection, FreeRx. They might not be in the market to start. Well, we don't need... I don't think I need.

But dental, do I gotta pay for that? Yes. So they're all weekly deductions from- I don't want... I don't want nothing I gotta pay for, to tell you the truth. Okay. So I'll go ahead and update your account that you're declining the coverage. You're welcome. Only coverage I want is the short disability. And I... And that's due for... That's come from the company or do I pay for that? You pay for that as well. It's \$3.66 a week. Oh, okay. I, I'll take that one. Okay. So your weekly deductions- Okay. And you can go over some of the other ones with me. I'm sorry I cut you off, but I know I don't need dental 'cause I have dental already. Okay. So there are... They all are weekly deductions. None of them are compensated by the company. Good enough. Oh. What's, what's by the... What do the company give us? They don't give any coverage. Not for free. Oh. Oh, okay. So \$3. Okay. I'll take that. Uh, short disability and what else from the four you digits that I have? Um, you also requested FreeRx and virtual primary care. Uh-huh. Okay. FreeRx and virtual environment. FreeRx and virtual primary care. I don't know. I, I don't want that. Okay. So just your short-term disability will be \$3.66 a week. Okay. It, it will take one to two weeks for the staffing agency to start making those deductions or once you start. Um, after the, the Monday after the first deduction, your coverage becomes active. Do you have any questions? Yeah. But you just on the benefits or, uh, side on the- Yeah. ... um, medical? Okay. 'Cause I was wondering if we... Do we get paid every two weeks or once a w-, uh... I mean, every two weeks or once a week? Um, I'm not sure. You would have to call the staffing agency. Mm-hmm. It's a long road that she is on. Okay. All right. Be strong. All right. Thank you so much for attending- So is that anything else? You... Was it, uh, what address did you have? The one you provided, the 9600 Highland Terrace. Okay. Is that what they had or they didn't have that either? No, we had the address. Yes. All right. I'm sorry. Yes. We did have the address, the- If you had... My zip code was what... What was zip code did you have? 64155. Okay. Okay. 'Cause I want to make sure it's right 'cause it was, uh, messed up and I was trying to correct it. So yeah, 64155 is the correct one. Of each honor service. All right. Thank you so much for calling. You have a great day. Uh-huh. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_1: Deloris Anderson. You had left me a message.

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: Yeah.

Speaker speaker_0: So we're the healthcare benefits... We're the healthcare administrators for various different staffing agencies. Um, most staffing agencies offer like dental, medical, vision, short-term disability. Um, what is the last four digits of your social and the name of the staffing agency you work for?

Speaker speaker_1: Oh, excuse me. Um, I was, um, trying to get, I guess, the insurance or whatever. Is it free insurance or how do it go?

Speaker speaker_0: No, it's something that's deducted from your check every week.

Speaker speaker_1: Oh, okay. But the name of it is Kansas... It just... I'm sorry. I had to sneeze.

Speaker speaker_0: Nice.

Speaker speaker_1: Uh, okay, I haven't started yet.

Speaker speaker_0: Okay. What's the name of the staffing agency you went through?

Speaker speaker_1: Oh. Okay. Let me see. Well, I don't have no dependents.

Speaker speaker_0: Okay.

Speaker speaker_1: No. No children. I had, um... My husband's not working, but I just had one. Uh, no kids. That's what I meant to say.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. I gotta find it. I'm sorry. Uh.

Speaker speaker_2: You are . I wish it followed somebody else.

Speaker speaker_1: I have to call it. Um, is it Hospitality Staffing Solution?

Speaker speaker_0: Yeah. What is the last four digits of your social?

Speaker speaker_1: 4591.

Speaker speaker_0: I did do an account for you for that staffing agency. What is your address and date of birth?

Speaker speaker_1: 9600 North Highland Terrace, Kansas City, Missouri, 64155 and date of birth is July the 8th, 1957.

Speaker speaker_0: Okay. Bear with me. Okay. It is Missouri. Okay. And I'm sorry. Repeat your date of birth for me.

Speaker speaker_1: July the 8th, 1957.

Speaker speaker_0: Okay. So it looks like we didn't have your date of birth on file. Can you verify your full social so I can update your date of birth?

Speaker speaker_1: Oh. Oh, okay. It's 511-66-4591.

Speaker speaker_0: Okay. Now your phone number is 913-378-5229?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email address as delorisrich16@gmail.com?

Speaker speaker_1: Gmail.com. Yes.

Speaker speaker_0: Okay. So that's what it looks like the issue was, is that you, on your form when you filled it out, you chose some coverage for employee plus children, and we didn't receive any dependent information. So the coverage is -

Speaker speaker_1: Well, I don't have no dependent. I don't... If that wasn't... I tried to click that stuff off and I couldn't even get it off. Uh, it was accidental. I didn't mean to have that. It... I said once you... I was trying to clear off some stuff and it couldn't do it.

Speaker speaker_0: Okay. So do you, you do wanna enroll in coverage, just the coverage for your self only, correct?

Speaker speaker_1: Yeah. Uh, and my husband, but this is like, how much is it a week?

Speaker speaker_0: Um, give me one moment. I'll let you know right now. Um, let me see.

Speaker speaker_1: And you gotta work so many hours before you can qualify, right?

Speaker speaker_0: No, ma'am. Once you start working with a staffing agency, you're able to enroll in coverage.

Speaker speaker_1: Oh, I thought you had to have so many hours.

Speaker speaker_0: No, ma'am. Did you want all the coverage for you and your spouse, the ones that you chose?

Speaker speaker_1: Okay. How much... Yeah. How much is the coverages?

Speaker speaker_0: I, I just need to make sure what... if you wanted for all of it for you and your spouse so I can give you a correct price. Give me one moment.

Speaker speaker_1: Okay. And what did... What would that cover? What kind of coverage is it? I'm sorry. You need to go over it with me.

Speaker speaker_0: So you chose dental, short-term disability, life insurance, vision, critical illness, group accidents, um, identity theft protection, FreeRx.

Speaker speaker_2: They might not be in the market to start.

Speaker speaker_1: Well, we don't need... I don't think I need. But dental, do I gotta pay for that?

Speaker speaker_0: Yes. So they're all weekly deductions from-

Speaker speaker_1: I don't want... I don't want nothing I gotta pay for, to tell you the truth.

Speaker speaker_0: Okay. So I'll go ahead and update your account that you're declining the coverage.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Only coverage I want is the short disability. And I... And that's due for... That's come from the company or do I pay for that?

Speaker speaker_0: You pay for that as well. It's \$3.66 a week.

Speaker speaker_1: Oh, okay. I, I'll take that one.

Speaker speaker_0: Okay. So your weekly deductions-

Speaker speaker_1: Okay. And you can go over some of the other ones with me. I'm sorry I cut you off, but I know I don't need dental 'cause I have dental already.

Speaker speaker_0: Okay. So there are... They all are weekly deductions. None of them are compensated by the company.

Speaker speaker_2: Good enough.

Speaker speaker_1: Oh. What's, what's by the... What do the company give us?

Speaker speaker_0: They don't give any coverage. Not for free.

Speaker speaker_1: Oh. Oh, okay. So \$3. Okay. I'll take that. Uh, short disability and what else from the four you digits that I have?

Speaker speaker_0: Um, you also requested FreeRx and virtual primary care.

Speaker speaker_1: Uh-huh. Okay.

Speaker speaker_0: FreeRx and virtual environment. FreeRx and virtual primary care.

Speaker speaker_1: I don't know. I, I don't want that.

Speaker speaker_0: Okay. So just your short-term disability will be \$3.66 a week.

Speaker speaker_1: Okay.

Speaker speaker_0: It, it will take one to two weeks for the staffing agency to start making those deductions or once you start. Um, after the, the Monday after the first deduction, your coverage becomes active. Do you have any questions?

Speaker speaker_1: Yeah. But you just on the benefits or, uh, side on the-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... um, medical? Okay. 'Cause I was wondering if we... Do we get paid every two weeks or once a w-, uh... I mean, every two weeks or once a week?

Speaker speaker_0: Um, I'm not sure. You would have to call the staffing agency.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: It's a long road that she is on.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Be strong.

Speaker speaker_0: All right. Thank you so much for attending-

Speaker speaker_1: So is that anything else? You... Was it, uh, what address did you have?

Speaker speaker_0: The one you provided, the 9600 Highland Terrace.

Speaker speaker_1: Okay. Is that what they had or they didn't have that either?

Speaker speaker_0: No, we had the address. Yes.

Speaker speaker_2: All right.

Speaker speaker_1: I'm sorry.

Speaker speaker_0: Yes. We did have the address, the-

Speaker speaker_1: If you had... My zip code was what... What was zip code did you have?

Speaker speaker_0: 64155.

Speaker speaker_1: Okay. Okay. 'Cause I want to make sure it's right 'cause it was, uh, messed up and I was trying to correct it. So yeah, 64155 is the correct one.

Speaker speaker_2: Of each honor service.

Speaker speaker_0: All right. Thank you so much for calling. You have a great day.

Speaker speaker_1: Uh-huh. You too. Bye.