

## Transcript: Pearl

**Rojas-5242649067962368-6333743230926848**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Whitney, Whitney Stokes. And how can I assist you, Ms. Stokes? I was just trying to get some information about, uh, my coverages. I was looking online and I see that I'm in my enrollment period. And when I initially started, I went through and I set it up, so I see inside of the portal to where it says, like, what I... my current coverages, what I selected. But how would I know when I start? Because I don't think I've had a payroll deduction. So when would that start? Because I see on, on the app it shows beginning period and ending period the 23rd. But I don't think anything has been paid and inside of the, I guess, whatever the portal is, I'm trying to do a payment for it. It's not allowing me to. Okay. I don't know what's... What's the name... What is the name of the staffing agency you work for? Um, Hospitality Staffing. Okay. And what are the last four digits of your social? 3973. Okay. All righty. Let me take a look here. And if you can confirm your address and date of birth for me. Um, 1071 Shadyside Lane, Greensboro, Georgia 30642. And- 03/06/1991. Okay. And I have your phone number as 706-347-0130? Yes. That's correct. And I have your email address as whitney\_stokes@ical.com? Yes. That's correct. All righty. So it looks like your enrollment is pending. Um, your enrollment was processed... Hm, one second. Yep. Your enrollment is pending. It's... We're just waiting for the deductions to begin. Um, hm. Give me one moment. Okay. So it looks like something was changed. Um, looks like the medical plan was changed, so that's why your enrollment is pending. And it takes one to two weeks. Looks like you just did this today, you changed your medical plan, so it'll take one to two weeks for that plan to change. So you'll still see one or two deductions of the 7912, and then it will change to the 8430 and the, the medical plan that you changed will be effective. Um, but yeah, we're just waiting for the deductions. It takes about one to two weeks. Okay. So when it goes through and it finally does happen, is it gonna be just... it's gonna be two deductions at one time? No, it'll be one deduction- Or even one at a time? Okay. When you initially enrolled... Let me see how you enrolled the first time. It might have been a form. Okay, so when you initially enrolled the first time, um, deductions hadn't began yet, and then you went ahead and changed things today, so it'll just be from today. It'll take one to two weeks for the deductions to start. Once they do begin, the next Monday you're active and then you'll receive your dental and vision card and prenatal health card in the mail, and your medical will go to your email. Okay. So what will be the difference if I go through and I cancel the pending? Will it go ahead and... Is it still gonna take the same two weeks that it would have taken previously since that was already put in? Um, it'll still... Well, it'll... It depends on, um... If you cancel the pending enrollment, you're gonna be- ... um, put back to what you had before. Mm-hmm. And with the, the enrollment you had before, the deductions hadn't began. Mm-hmm. Um, so you would still

have to wait for the deductions to begin. Okay. And even if I tried to go through and just make a payment, it's still... It wouldn't make a difference? No, you would not be able to make a payment because the initial start-up, um, deduction has to be from your payroll. Okay. You can- All right. ... talk to your staffing agency and see if, um, what's going on why the deductions haven't began, because even in the previous enrollment, the deductions hadn't began. Um- Mm-hmm. And you can speak with them and see if there's any way they can, you know, look into that and get those deductions started. But that's really all that you're waiting for, is the deductions to be in. Okay. No problem. All righty. Thank you so much for calling. Have a great day. You as well.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Whitney, Whitney Stokes.

Speaker speaker\_1: And how can I assist you, Ms. Stokes?

Speaker speaker\_2: I was just trying to get some information about, uh, my coverages. I was looking online and I see that I'm in my enrollment period. And when I initially started, I went through and I set it up, so I see inside of the portal to where it says, like, what I... my current coverages, what I selected. But how would I know when I start? Because I don't think I've had a payroll deduction. So when would that start? Because I see on, on the app it shows beginning period and ending period the 23rd. But I don't think anything has been paid and inside of the, I guess, whatever the portal is, I'm trying to do a payment for it. It's not allowing me to.

Speaker speaker\_3: Okay.

Speaker speaker\_2: I don't know what's...

Speaker speaker\_1: What's the name... What is the name of the staffing agency you work for?

Speaker speaker\_2: Um, Hospitality Staffing.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: 3973.

Speaker speaker\_1: Okay. All righty. Let me take a look here. And if you can confirm your address and date of birth for me.

Speaker speaker\_2: Um, 1071 Shadyside Lane, Greensboro, Georgia 30642.

Speaker speaker\_1: And-

Speaker speaker\_2: 03/06/1991.

Speaker speaker\_1: Okay. And I have your phone number as 706-347-0130?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: And I have your email address as whitney\_stokes@ical.com?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: All righty. So it looks like your enrollment is pending. Um, your enrollment was processed... Hm, one second. Yep. Your enrollment is pending. It's... We're just waiting for the deductions to begin. Um, hm. Give me one moment. Okay. So it looks like something was changed. Um, looks like the medical plan was changed, so that's why your enrollment is pending. And it takes one to two weeks. Looks like you just did this today, you changed your medical plan, so it'll take one to two weeks for that plan to change. So you'll still see one or two deductions of the 7912, and then it will change to the 8430 and the, the medical plan that you changed will be effective. Um, but yeah, we're just waiting for the deductions. It takes about one to two weeks.

Speaker speaker\_2: Okay. So when it goes through and it finally does happen, is it gonna be just... it's gonna be two deductions at one time?

Speaker speaker\_1: No, it'll be one deduction-

Speaker speaker\_2: Or even one at a time? Okay.

Speaker speaker\_1: When you initially enrolled... Let me see how you enrolled the first time. It might have been a form. Okay, so when you initially enrolled the first time, um, deductions hadn't began yet, and then you went ahead and changed things today, so it'll just be from today. It'll take one to two weeks for the deductions to start. Once they do begin, the next Monday you're active and then you'll receive your dental and vision card and prenatal health card in the mail, and your medical will go to your email.

Speaker speaker\_2: Okay. So what will be the difference if I go through and I cancel the pending? Will it go ahead and... Is it still gonna take the same two weeks that it would have taken previously since that was already put in?

Speaker speaker\_1: Um, it'll still... Well, it'll... It depends on, um... If you cancel the pending enrollment, you're gonna be- ... um, put back to what you had before.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And with the, the enrollment you had before, the deductions hadn't began.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, so you would still have to wait for the deductions to begin.

Speaker speaker\_2: Okay. And even if I tried to go through and just make a payment, it's still... It wouldn't make a difference?

Speaker speaker\_1: No, you would not be able to make a payment because the initial start-up, um, deduction has to be from your payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You can-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... talk to your staffing agency and see if, um, what's going on why the deductions haven't began, because even in the previous enrollment, the deductions hadn't began. Um-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And you can speak with them and see if there's any way they can, you know, look into that and get those deductions started. But that's really all that you're waiting for, is the deductions to be in.

Speaker speaker\_2: Okay. No problem.

Speaker speaker\_1: All righty. Thank you so much for calling. Have a great day.

Speaker speaker\_2: You as well.