

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, Kevin Carpenter. Can I assist you? I'm trying to see, uh, they say that, uh, they're taking insurance out of my paycheck for the... on my job for an insurance. I'm trying to see how I can go about getting a card so I can go to the doctor. Okay. And what's the name of the staffing agency you work for? AutoZone. ***** AutoZone. And WorkSmart. WorkSmart, through WorkSmart. Okay. And the last four digits of your social? 5737. Okay. And if you could verify your address and date of birth. Um, 120... uh, 1220 Lime Oak Road, Ellington, Georgia 30635, but... And your date of birth? 7/27/'70. Again, what's a good contact number for you? 762-847-3376. And can I have your email address? So, what if I got a new address? Go ahead. Yeah, but, uh, what if I got a... I got a new address, do you need it? Okay. Do I say no? What's the new address? It's 130 Liberty Sultan, Parkwood, Georgia 30643. Can I have your email address as kevlemarch54@gmail.com? Yes. Okay. So taking a look at your account, you're not enrolled in any coverage at the moment. You what? You're not enrolled in any coverage at the moment. They said, uh, I've been enrolled because after 30 days they automatically enroll me. They told me on the phone. Okay. So that- They want me to call you to pick up ***** . Okay. So that only applies to new hires and you previously worked for WorkSmart, so you weren't auto-enrolled. And that auto-enrollment pla-plan is a preventative health plan that only covers, like your phys- your annual physicals, some immunizations, some STD screenings, things like that. It doesn't cover you as a doctor or ER. Well, so this is not an insurance card we're talking then? I'm sorry, what was that? This is not an insurance card that you're talking about? They're healthcare benefits, yes. They're offered through your staffing agency, but you weren't auto-enrolled because you're not a new hire. I'm not a new hire. Yes. A new hire is someone that has not previously worked for the company. And those employees are auto-enrolled into a preventative health plan after 30 days of receiving the first paycheck. But you're not a new hire, so you weren't auto-enrolled in that plan. So I need to be calling them back then. They taking money out of my check, buddy, so somebody needs to be called. You can give them a call and see what's... what they're talking about. Maybe they gave you general information. But you're not currently enrolled and we're not receiving deductions. Uh, yeah, I'm gonna call them right back right now, and I'll call you back. Okay. You have a great day. Thank you for calling. Yeah.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Um, Kevin Carpenter.

Speaker speaker_0: Can I assist you?

Speaker speaker_1: I'm trying to see, uh, they say that, uh, they're taking insurance out of my paycheck for the... on my job for an insurance. I'm trying to see how I can go about getting a card so I can go to the doctor.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: AutoZone. ***** AutoZone.

Speaker speaker_2: And WorkSmart.

Speaker speaker_1: WorkSmart, through WorkSmart.

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

Speaker speaker_1: 5737.

Speaker speaker_0: Okay. And if you could verify your address and date of birth.

Speaker speaker_1: Um, 120... uh, 1220 Lime Oak Road, Ellington, Georgia 30635, but...

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/27/'70.

Speaker speaker_0: Again, what's a good contact number for you?

Speaker speaker_1: 762-847-3376.

Speaker speaker_0: And can I have your email address?

Speaker speaker_1: So, what if I got a new address?

Speaker speaker_0: Go ahead.

Speaker speaker_1: Yeah, but, uh, what if I got a... I got a new address, do you need it?

Speaker speaker_0: Okay.

Speaker speaker_1: Do I say no?

Speaker speaker_0: What's the new address?

Speaker speaker_1: It's 130 Liberty Sultan, Parkwood, Georgia 30643.

Speaker speaker_0: Can I have your email address as kevlemarch54@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So taking a look at your account, you're not enrolled in any coverage at the moment.

Speaker speaker_1: You what?

Speaker speaker_0: You're not enrolled in any coverage at the moment.

Speaker speaker_1: They said, uh, I've been enrolled because after 30 days they automatically enroll me. They told me on the phone.

Speaker speaker_0: Okay. So that-

Speaker speaker_1: They want me to call you to pick up *****.

Speaker speaker_0: Okay. So that only applies to new hires and you previously worked for WorkSmart, so you weren't auto-enrolled. And that auto-enrollment plan is a preventative health plan that only covers, like your phys- your annual physicals, some immunizations, some STD screenings, things like that. It doesn't cover you as a doctor or ER.

Speaker speaker_1: Well, so this is not an insurance card we're talking then?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: This is not an insurance card that you're talking about?

Speaker speaker_0: They're healthcare benefits, yes. They're offered through your staffing agency, but you weren't auto-enrolled because you're not a new hire.

Speaker speaker_1: I'm not a new hire.

Speaker speaker_0: Yes. A new hire is someone that has not previously worked for the company. And those employees are auto-enrolled into a preventative health plan after 30 days of receiving the first paycheck. But you're not a new hire, so you weren't auto-enrolled in that plan.

Speaker speaker_1: So I need to be calling them back then. They taking money out of my check, buddy, so somebody needs to be called.

Speaker speaker_0: You can give them a call and see what's... what they're talking about. Maybe they gave you general information. But you're not currently enrolled and we're not receiving deductions.

Speaker speaker_1: Uh, yeah, I'm gonna call them right back right now, and I'll call you back.

Speaker speaker_0: Okay. You have a great day. Thank you for calling.

Speaker speaker_1: Yeah.