

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and who do I have the pleasure of speaking with? Uh, Kareem Triplett. And how can I assist you? So I was just talking to the temp agency that I work for. Mm-hmm. And they said that I'm having insurance taken out of my checks, but I don't remember signing up for insurance. Okay. What's the name of the staffing agency you work for? WSI. Okay, and is works more or Workforce... Workforce? I have no idea. 'Cause we have two companies that use that same, um... One uses it as an acronym and the other uses it as the actual name. So I would need to know if it's, um, Work Smart or if it's Workforce Strategies. Uh, that one, the second one. Workforce Strategies? Okay. And what is the last four digits of your social? 1043. 1043? You said the last four of my social, right? Yes. Yeah, 1043. I'm not pulling up the talent. How long have you been working with them? Uh, it started March 3rd. So about a month, um... Hmm. It's WSI Recruitment & Staffing. Okay. I can actually get... One second. All righty, I need your address and date of birth. 3680 South 1150 East LaGrange, Indiana. My birth... My birthdate is 9-1985. We have your phone number as 260-624-5485? Five, yep. Okay. Okay, so it looks like you had coverage with the previous agency, so that's why you were enrolled, um, when they transferred over to administer... given it to the new administrator, which is us. What previous agency? They had a different admin- um, healthcare administrator, a different company that would take care of the healthcare coverage. Um, and we got information sent over, so that's why you're enrolled. I don't know who that would've been 'cause I didn't sign up with Health Insurance. Let's see. Wait one sec. You haven't had deductions made yet. Um, give me one moment to confirm because that's what it looks like happened here. Um, mm-hmm. Grant me one moment while I place you on a brief hold. Mm-hmm. Thank you so much for holding. So yes, I did confirm that's what that means. Um, we've, we received information from the previous agency that took care of the healthcare. Um, so that's why you're enrolled because everything just transferred over to us. I can't, I didn't have insurance with anybody. You didn't have insurance with your staffing agency at all ever? You didn't fill out an enrollment form or anything like that with, with your agency when you were with them, when you started with them? No. 'Cause we did receive information, so I'm, I'm not sure when it was done because the, the previous agency didn't... doesn't, didn't tell us, you know, how each member was enrolled. They just handed over the enrollments they had. I can cancel it for you. So how do... Yeah. I can definitely get that canceled for you at the... They haven't made any deductions. Um- Yes, they have. We're not showing it. In the last two, two weeks, two or three weeks. I'm not showing any deductions received to us. Um, in fact, it ha- your coverage isn't active yet because we have not received deductions. Um, but I can definitely get it canceled for you. It doesn't look like it's been sent yet to Start. Um, let me take a look here. Cancel coverage. Okay, so it doesn't look like they're going to make any deductions

because they haven't, um, because of the enrollment hasn't been sent to the pay- to your staffing agency again. Um, but yeah, that's why you're enrolled. We received information from the previous administrator. Okay, but it's canceled now? Correct. Okay. All right, thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Uh, Kareem Triplett.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So I was just talking to the temp agency that I work for.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And they said that I'm having insurance taken out of my checks, but I don't remember signing up for insurance.

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

Speaker speaker_1: WSI.

Speaker speaker_0: Okay, and is works more or Workforce... Workforce?

Speaker speaker_1: I have no idea.

Speaker speaker_0: 'Cause we have two companies that use that same, um... One uses it as an acronym and the other uses it as the actual name. So I would need to know if it's, um, Work Smart or if it's Workforce Strategies.

Speaker speaker_1: Uh, that one, the second one.

Speaker speaker_0: Workforce Strategies? Okay. And what is the last four digits of your social?

Speaker speaker_1: 1043.

Speaker speaker_0: 1043?

Speaker speaker_1: You said the last four of my social, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, 1043.

Speaker speaker_0: I'm not pulling up the talent. How long have you been working with them?

Speaker speaker_1: Uh, it started March 3rd.

Speaker speaker_0: So about a month, um... Hmm.

Speaker speaker_1: It's WSI Recruitment & Staffing.

Speaker speaker_0: Okay. I can actually get... One second. All righty, I need your address and date of birth.

Speaker speaker_1: 3680 South 1150 East LaGrange, Indiana. My birth... My birthdate is 9-1985.

Speaker speaker_0: We have your phone number as 260-624-5485?

Speaker speaker_1: Five, yep.

Speaker speaker_0: Okay. Okay, so it looks like you had coverage with the previous agency, so that's why you were enrolled, um, when they transferred over to administer... given it to the new administrator, which is us.

Speaker speaker_1: What previous agency?

Speaker speaker_0: They had a different admi- um, healthcare administrator, a different company that would take care of the healthcare coverage. Um, and we got information sent over, so that's why you're enrolled.

Speaker speaker_1: I don't know who that would've been 'cause I didn't sign up with Health Insurance.

Speaker speaker_0: Let's see. Wait one sec. You haven't had deductions made yet. Um, give me one moment to confirm because that's what it looks like happened here. Um, mm-hmm. Grant me one moment while I place you on a brief hold.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Thank you so much for holding. So yes, I did confirm that's what that means. Um, we've, we received information from the previous agency that took care of the healthcare. Um, so that's why you're enrolled because everything just transferred over to us.

Speaker speaker_1: I can't, I didn't have insurance with anybody.

Speaker speaker_0: You didn't have insurance with your staffing agency at all ever? You didn't fill out an enrollment form or anything like that with, with your agency when you were with them, when you started with them?

Speaker speaker_1: No.

Speaker speaker_0: 'Cause we did receive information, so I'm, I'm not sure when it was done because the, the previous agency didn't... doesn't, didn't tell us, you know, how each member was enrolled. They just handed over the enrollments they had. I can cancel it for you.

Speaker speaker_1: So how do... Yeah.

Speaker speaker_0: I can definitely get that canceled for you at the... They haven't made any deductions. Um-

Speaker speaker_1: Yes, they have.

Speaker speaker_0: We're not showing it.

Speaker speaker_1: In the last two, two weeks, two or three weeks.

Speaker speaker_0: I'm not showing any deductions received to us. Um, in fact, it ha- your coverage isn't active yet because we have not received deductions. Um, but I can definitely get it canceled for you. It doesn't look like it's been sent yet to Start. Um, let me take a look here. Cancel coverage. Okay, so it doesn't look like they're going to make any deductions because they haven't, um, because of the enrollment hasn't been sent to the pay- to your staffing agency again. Um, but yeah, that's why you're enrolled. We received information from the previous administrator.

Speaker speaker_1: Okay, but it's canceled now?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.