

Transcript: Pearl

Rojas-5970427762917376-5095152552460288

Full Transcript

This call may be monitored or recorded for quality assurance purposes. Hi, with Ms. Gomez, please? Yes, that's me. Hi, my name is Pearl. I'm calling from Benefits in a Cart on behalf of your staffing agency, Hospitality Staffing, please. Uh, I can't hear you. I'm sorry. My name is Pearl. Hello? My name is Pearl. Oh, go ahead. I'm calling from Benefits in a Cart on behalf of your staffing s- uh, staffing agency, Hospitality Staffing Solutions. Uh, yes. Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms and on your form, you chose two plans that can't be chosen together. So we're just calling to confirm which plan you're wanting to enroll in. You chose a plan that has preventative health and medical in one for you and your family. That's called the MEC Enhanced. That plan is \$100.56 a week. But then you also chose, um, a plan that's just preventative health, which is called the MEC TeleRx for \$25.58 a week for you and your family. So we're just calling to see which plan you're wanting to enroll in. Uh, the first one. Okay, the one with preventative health and medical in one? Yes. Okay. And then you also applied for coverage for you and your family, but we didn't get your dependents', um, social, none of your dependents' Social Security numbers. Oh, okay. And I would need the full socials for all of them. Okay. Do you happen to have that offhand? I have it in hand, and I know it by memory. Okay, just give me one minute. Okay. Oh, give me one second. Sorry. All right, here. Oh, thank you. Okay, so I have your spouse as Mr. Rene Chavez, right? Yeah, that's my husband. Okay. Well, we're not married, but we're considered as husband and wife. He's my boyfriend. Okay. What is his full social? Uh, 415-83-76-70. Uh, 70. Okay. And his date of birth, I have here as... What's that? Give me one second. Sorry. As 2/16/2000? 02/16/2000, yeah, that's his date of birth. Okay. And then, Mr. Gabriel? Yes, that's my son. And what is his full social? Uh, his social? Mm-hmm. Oh, uh, uh, I don't... Okay, so the first social, you wanted his social, right? Rene's, yes. Oh, I'm sorry. I'm sorry. The first one was mine. Okay, give me- Uh... one second. I'll go ahead and change that. I'm sorry. Uh, give me a second. Let me, uh, ask him for it. Okay. Um, Gabriel, go get the pen and paper. No. Please. Go. It's for my job. It's for the helping, uh... What was it again? For the, um, healthcare benefits. Oh, health giving benefit. Uh, I'm helping y'all. So go. Where is it at? In the freaking closet. Be quiet. Where in the closet? On top. I can't reach. Tell your daddy to go get it. And I tell him I need his social. What time did you do that one? Go, he's waiting on the phone. He's right there. Oh, baby, can you go... Can you tell me your social, and get the paper, please? What social? The social. I don't know it. Oh, he said he don't know it. Hey. Okay, um, I can go ahead and put all zeros for now. Mommy, I'm... And then- Okay. ... whenever he does have the information, just give us a call back and provide that, okay? I can't reach mom. Well, he don't know it at all 'cause, uh, he has it at his sister's house. Okay. No worries. Um, all right. So I went ahead and got all the information in the system. Mm-hmm. Your weekly deductions

are gonna be of \$139.53 a week. Mm-hmm. It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become ac-, you guys become active. Mm-hmm. And then later that week, you'll receive dental, vision, and your preventative health cards in the mail, and then your medical will go to your email. Okay. Do you have any questions? Uh, no. Uh, do you still need a kids' social? Um, if you have them, I can go ahead and put them in the system, or if not, whenever you get Mr. Rene's, uh, Mr. Chavez's, we can just put them all in together. Okay, okay. I'll have to go ahead and talk to his. All righty. Thank you so much for taking my call. You have a great day. All right. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, with Ms. Gomez, please?

Speaker speaker_2: Yes, that's me.

Speaker speaker_1: Hi, my name is Pearl. I'm calling from Benefits in a Cart on behalf of your staffing agency, Hospitality Staffing, please.

Speaker speaker_2: Uh, I can't hear you. I'm sorry.

Speaker speaker_1: My name is Pearl.

Speaker speaker_2: Hello?

Speaker speaker_1: My name is Pearl.

Speaker speaker_2: Oh, go ahead.

Speaker speaker_1: I'm calling from Benefits in a Cart on behalf of your staffing s- uh, staffing agency, Hospitality Staffing Solutions.

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Before I continue, I do have to advise the call is being recorded for quality and security purposes. We are processing healthcare enrollment forms and on your form, you chose two plans that can't be chosen together. So we're just calling to confirm which plan you're wanting to enroll in. You chose a plan that has preventative health and medical in one for you and your family. That's called the MEC Enhanced. That plan is \$100.56 a week. But then you also chose, um, a plan that's just preventative health, which is called the MEC TeleRx for \$25.58 a week for you and your family. So we're just calling to see which plan you're wanting to enroll in.

Speaker speaker_2: Uh, the first one.

Speaker speaker_1: Okay, the one with preventative health and medical in one?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then you also applied for coverage for you and your family, but we didn't get your dependents', um, social, none of your dependents' Social Security numbers.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: And I would need the full socials for all of them.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you happen to have that offhand?

Speaker speaker_2: I have it in hand, and I know it by memory.

Speaker speaker_1: Okay, just give me one minute.

Speaker speaker_2: Okay.

Speaker speaker_1: Oh, give me one second. Sorry. All right, here.

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: Okay, so I have your spouse as Mr. Rene Chavez, right?

Speaker speaker_2: Yeah, that's my husband.

Speaker speaker_1: Okay.

Speaker speaker_2: Well, we're not married, but we're considered as husband and wife. He's my boyfriend.

Speaker speaker_1: Okay. What is his full social?

Speaker speaker_2: Uh, 415-83-76-70. Uh, 70.

Speaker speaker_1: Okay. And his date of birth, I have here as... What's that? Give me one second. Sorry. As 2/16/2000?

Speaker speaker_2: 02/16/2000, yeah, that's his date of birth.

Speaker speaker_1: Okay. And then, Mr. Gabriel?

Speaker speaker_2: Yes, that's my son.

Speaker speaker_1: And what is his full social?

Speaker speaker_2: Uh, his social?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Oh, uh, uh, I don't... Okay, so the first social, you wanted his social, right?

Speaker speaker_1: Rene's, yes.

Speaker speaker_2: Oh, I'm sorry. I'm sorry. The first one was mine.

Speaker speaker_1: Okay, give me-

Speaker speaker_2: Uh...

Speaker speaker_1: ... one second. I'll go ahead and change that.

Speaker speaker_2: I'm sorry. Uh, give me a second. Let me, uh, ask him for it.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, Gabriel, go get the pen and paper.

Speaker speaker_3: No.

Speaker speaker_2: Please. Go. It's for my job. It's for the helping, uh... What was it again?

Speaker speaker_1: For the, um, healthcare benefits.

Speaker speaker_2: Oh, health giving benefit. Uh, I'm helping y'all. So go.

Speaker speaker_3: Where is it at?

Speaker speaker_2: In the freaking closet. Be quiet.

Speaker speaker_3: Where in the closet?

Speaker speaker_2: On top.

Speaker speaker_3: I can't reach.

Speaker speaker_2: Tell your daddy to go get it. And I tell him I need his social.

Speaker speaker_3: What time did you do that one?

Speaker speaker_2: Go, he's waiting on the phone.

Speaker speaker_3: He's right there.

Speaker speaker_2: Oh, baby, can you go... Can you tell me your social, and get the paper, please?

Speaker speaker_4: What social?

Speaker speaker_2: The social.

Speaker speaker_4: I don't know it.

Speaker speaker_2: Oh, he said he don't know it.

Speaker speaker_3: Hey.

Speaker speaker_1: Okay, um, I can go ahead and put all zeros for now.

Speaker speaker_3: Mommy, I'm...

Speaker speaker_1: And then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... whenever he does have the information, just give us a call back and provide that, okay?

Speaker speaker_3: I can't reach mom.

Speaker speaker_2: Well, he don't know it at all 'cause, uh, he has it at his sister's house.

Speaker speaker_1: Okay. No worries. Um, all right. So I went ahead and got all the information in the system.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Your weekly deductions are gonna be of \$139.53 a week.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: It will take one to two weeks for the staffing agency to start making deductions. Once they do, the following Monday you become ac-, you guys become active.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then later that week, you'll receive dental, vision, and your preventative health cards in the mail, and then your medical will go to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Uh, no. Uh, do you still need a kids' social?

Speaker speaker_1: Um, if you have them, I can go ahead and put them in the system, or if not, whenever you get Mr. Rene's, uh, Mr. Chavez's, we can just put them all in together.

Speaker speaker_2: Okay, okay. I'll have to go ahead and talk to his.

Speaker speaker_1: All righty. Thank you so much for taking my call. You have a great day.

Speaker speaker_2: All right. Thank you. Bye-bye.