

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Luzardo that you're speaking with. Uh, my name's Dillon Shopner. I just need to check to see if my enrollment is active and open. Okay. And what's the name of the staffing agency you work for? Integrity Staff Trade Services. And the last four digits of your Social? Uh, four, nine, one, zero. Okay. And if you can verify your address and date of birth? My address is 719 West Kirksinger Road, Lot 14. That's Scottsburg, Indiana, four-seven-one-seven-zero. And date of birth is oh-six-oh-three-2000. Okay. And what's a good contact number for you? Uh, contact number is 281-8890. All righty. Can I have your email address as your last name, your first name at yahoo.com? Yes, ma'am. Okay. So taking a look here, I don't have you enrolled or with active coverage. Okay. Uh, do you know the steps- Hello? ... that I need to take to get that... Can you hear me? Hello? Yes. Okay. Yes. Can, uh... What do I need to do to, uh, reactivate my plan through Integrity? Are you still working with them? Yes. I just got a new job with them at a new company. I've been with the, the company they hired me with, uh, now a total of, I think I'm working on the third week, third or fourth week. Hello, can you hear me now? Yeah, I can hear you. What's up though? Sorry. Okay. Um, so are you working with Integrity currently? Yes. Okay. Um, let's see. How long have you, how long have you been working with them? Uh, I believe I've been back with them three, three weeks. I've been back with you guys, what, three weeks now? Three, four? Somewhere around there. Okay. Um- So they received my first- Because- ... paycheck from you guys last week. So yeah, I'm in the third, third week in. Yeah. So in order to... There's, there's two things we can do. We can reinstate your coverage but you would have to keep just that same plan you had which is preventative health plus telehealth services and a free Rx, um, built in. We could reinstate that plan without having to do any further actions. Um, but if you're wanting to add any other plans on, we would have to do what's called an eligibility review. Um, and this is just confirming what y- what your most recent hire date was. And basically our agency is going to reach out to your staffing agency and confirm that date and then let us know whether you're, um, eligible to add a different plan onto your coverage. This process takes 24 to 48 hours. All right. Is that what you want to do? I'm perfectly fine with staying on the same plan. Okay. So just reinstate that old, that, uh, MDC TeleRx plan? Yes. Yes, ma'am. Okay. Yes, ma'am. Um, that makes your weekly deductions of \$17.96. Let me see if I got... It's not ... up there. Um, it will take one to two weeks for the staffing agency to start making those deductions again. Uh, once they do, the following Monday you'll be back on active. Um, and then the end of that week you'll receive your card in the mail. Uh, yeah, I won't be able to pay for the \$17 an hour. Uh, I want a reduced rate for the card call. Yeah, that's fine. And it takes one to two weeks to process. One to two weeks to process? Yes, sir. All right. Then that, that's all I need though. All righty. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Luzardo that you're speaking with.

Speaker speaker_1: Uh, my name's Dillon Shopner. I just need to check to see if my enrollment is active and open.

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

Speaker speaker_1: Integrity Staff Trade Services.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: Uh, four, nine, one, zero.

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

Speaker speaker_1: My address is 719 West Kirksinger Road, Lot 14. That's Scottsburg, Indiana, four-seven-one-seven-zero. And date of birth is oh-six-oh-three-2000.

Speaker speaker_0: Okay. And what's a good contact number for you?

Speaker speaker_1: Uh, contact number is 281-8890.

Speaker speaker_0: All righty. Can I have your email address as your last name, your first name at yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So taking a look here, I don't have you enrolled or with active coverage.

Speaker speaker_1: Okay. Uh, do you know the steps-

Speaker speaker_0: Hello?

Speaker speaker_1: ... that I need to take to get that... Can you hear me? Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes.

Speaker speaker_1: Can, uh... What do I need to do to, uh, reactivate my plan through Integrity?

Speaker speaker_0: Are you still working with them?

Speaker speaker_1: Yes. I just got a new job with them at a new company. I've been with the, the company they hired me with, uh, now a total of, I think I'm working on the third week, third

or fourth week.

Speaker speaker_0: Hello, can you hear me now?

Speaker speaker_1: Yeah, I can hear you. What's up though? Sorry.

Speaker speaker_0: Okay. Um, so are you working with Integrity currently?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, let's see. How long have you, how long have you been working with them?

Speaker speaker_1: Uh, I believe I've been back with them three, three weeks. I've been back with you guys, what, three weeks now? Three, four? Somewhere around there.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: So they received my first-

Speaker speaker_0: Because-

Speaker speaker_1: ... paycheck from you guys last week. So yeah, I'm in the third, third week in.

Speaker speaker_0: Yeah. So in order to... There's, there's two things we can do. We can reinstate your coverage but you would have to keep just that same plan you had which is preventative health plus telehealth services and a free Rx, um, built in. We could reinstate that plan without having to do any further actions. Um, but if you're wanting to add any other plans on, we would have to do what's called an eligibility review. Um, and this is just confirming what y- what your most recent hire date was. And basically our agency is going to reach out to your staffing agency and confirm that date and then let us know whether you're, um, eligible to add a different plan onto your coverage. This process takes 24 to 48 hours.

Speaker speaker_1: All right.

Speaker speaker_0: Is that what you want to do?

Speaker speaker_1: I'm perfectly fine with staying on the same plan.

Speaker speaker_0: Okay. So just reinstate that old, that, uh, MDC TeleRx plan?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, that makes your weekly deductions of \$17.96.

Speaker speaker_1: Let me see if I got... It's not ... up there.

Speaker speaker_0: Um, it will take one to two weeks for the staffing agency to start making those deductions again. Uh, once they do, the following Monday you'll be back on active. Um,

and then the end of that week you'll receive your card in the mail.

Speaker speaker_1: Uh, yeah, I won't be able to pay for the \$17 an hour. Uh, I want a reduced rate for the card call. Yeah, that's fine.

Speaker speaker_0: And it takes one to two weeks to process.

Speaker speaker_1: One to two weeks to process?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Then that, that's all I need though.

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

Speaker speaker_1: You too.