

Transcript: Sara

Marulanda-4693790145560576-5958335405146112

Full Transcript

Hello. Thank you for calling Benefits hotspot. My name is Shera. May I have your name, please? Uh, I'm Carlos Maranan. Uh, I received a call from your number, so that's why I called you. Okay. We are the he- we are healthcare administrators for different staffing companies. Uh, do you work with any staffing company? Yeah, I work for SST. HSS? SST. SST? Yeah. Okay. Okay, um- Superior Skilled Trades. Okay. I'm sorry, uh, what did the call say? Did they leave a message? They sent you a text message? Yeah, I, I, uh, I received a text message, so after the call, I received a text message that, uh, about my, uh, benefits. Oh, okay. Okay, okay, uh, well as I say, we are the healthcare administrators for the, uh, different staffing companies including SST. And I will have to review your account and see why they called you or what did they send you. May I have the last four of your Social, please to locate you on the system? Uh, my last Social Security? Yes, sir. Please. Uh, 0480. And your last name? Uh, Maranan. Medrano? Maranan. Okay. You are with SST 0480. Yeah. Yeah, 0480. Okay. Hold on, please. Give me just a minute, please. 0480 Maranan. Oh my goodness. Yeah. M-A-R-A-N-A-N. Maranan. Okay, hold on. Give me just a minute, please. Okay. Um, I can't find you with that information. So you said you're working with a Superior Skilled Trades? Yes, ma'am. And 0480 is the last four of your Social? What, ma'am? Okay, I'm sorry, I can't find you with that. Uh, when did you start working with the company? What? When did you start working with Superior Skilled Trades? Uh, November 1. I'm sorry? November 1, last year. No, no, no. No. My question is when, when did you start working with Superior Skilled Trades? On November 1, 2024. November 1, 2024. Okay. Yeah. Are you sure those, that number is the last four of your Social? Yes. Huh. Okay. Give me a minute, please. Can you provide me with a complete, uh, Social Security number, because it's not showing on this system? Uh, my Social Security is, uh, 111-33-0480. You got it? 111-330-4080, you say, right? Yeah. Okay. 330480. And your first name? Carlos. Carlos? Yeah. C-A-R-L-O-S. And your last name, you say Maranan? Yes, ma'am. Okay, hold on. I think they write it wrong, because, um... Okay, hold on. I'm, I'm, I'm waiting for the system to finish downloading. I'm sorry. 111-330-480. Yeah. Okay. Carlos Maranan. Okay, sir. Um, let me see why they... Okay, first, for security purposes, can you please verify your address and date of birth? Uh, my birth is, uh, November 4th, 1976. Okay. And, uh, your address? Uh, 280 Jessica Grove Street, uh, Houston, Texas, 77004.... and they're telling me about that. You say 280, or 286? Yes. 280. Okay, perfect. And is your email carlos11041966@yahoo.com? Yes. And is your phone number 702-374-5119? Yeah. Okay, sir. Uh, well, I don't see, uh, that they have called you. I think they sent you a text message letting you know that, uh, you have a pending enrollment with us. Well, and your coverage became active for, um, a group accident, a dental, short-term disability. Yeah. Critical illness. I mean, vision, dental, uh, VIP Classic and preventive care. On the 19th, the new plan will become active which includes, uh, the

short-term disability, group accident, uh, critical illness. Okay? They was just letting you know that you are under your personal open enrollment period. What? They was letting you know that you are under your personal open enrollment period. That y- if you want to make any changes to your coverage, you have until May the 30th to make the changes. I changed nothing. Yeah, the- so, uh, don't worry. That was just a courtesy reminder for open enrollment. Yeah, I think I finished, uh, enrollment for, uh, my, uh, bene- my new benefits. Yes, sir. It's, it's all done. You don't have to worry about it. The coverage is already in place. Okay. Okay? That's it, ma'am? Yes, that, that's it, sir. Um, do you have any other questions for us? No. All right, sir. So, thank you for, for the Benefits Center card. Have a wonderful day. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker None: Hello. Thank you for calling Benefits hotspot. My name is Shera. May I have your name, please? Uh, I'm Carlos Maranan. Uh, I received a call from your number, so that's why I called you. Okay. We are the he- we are healthcare administrators for different staffing companies. Uh, do you work with any staffing company? Yeah, I work for SST. HSS? SST. SST? Yeah. Okay. Okay, um- Superior Skilled Trades. Okay. I'm sorry, uh, what did the call say? Did they leave a message? They sent you a text message? Yeah, I, I, uh, I received a text message, so after the call, I received a text message that, uh, about my, uh, benefits. Oh, okay. Okay, okay, uh, well as I say, we are the healthcare administrators for the, uh, different staffing companies including SST. And I will have to review your account and see why they called you or what did they send you. May I have the last four of your Social, please to locate you on the system? Uh, my last Social Security? Yes, sir. Please. Uh, 0480. And your last name? Uh, Maranan. Medrano? Maranan. Okay. You are with SST 0480. Yeah. Yeah, 0480. Okay. Hold on, please. Give me just a minute, please. 0480 Maranan. Oh my goodness. Yeah. M-A-R-A-N-A-N. Maranan. Okay, hold on. Give me just a minute, please. Okay. Um, I can't find you with that information. So you said you're working with a Superior Skilled Trades? Yes, ma'am. And 0480 is the last four of your Social? What, ma'am? Okay, I'm sorry, I can't find you with that. Uh, when did you start working with the company? What? When did you start working with Superior Skilled Trades? Uh, November 1. I'm sorry? November 1, last year. No, no, no. No. My question is when, when did you start working with Superior Skilled Trades? On November 1, 2024. November 1, 2024. Okay. Yeah. Are you sure those, that number is the last four of your Social? Yes. Huh. Okay. Give me a minute, please. Can you provide me with a complete, uh, Social Security number, because it's not showing on this system? Uh, my Social Security is, uh, 111-33-0480. You got it? 111-330-4080, you say, right? Yeah. Okay. 330480. And your first name? Carlos. Carlos? Yeah. C-A-R-L-O-S. And your last name, you say Maranan? Yes, ma'am. Okay, hold on. I think they write it wrong, because, um... Okay, hold on. I'm, I'm, I'm waiting for the system to finish downloading. I'm sorry. 111-330-480. Yeah. Okay. Carlos Maranan. Okay, sir. Um, let me see why they... Okay, first, for security purposes, can you please verify your address and date of birth? Uh, my birth is, uh, November 4th, 1976. Okay. And, uh, your address? Uh, 280 Jessica Grove Street, uh, Houston, Texas, 77004.... and they're telling me about that. You say 280, or 286? Yes. 280. Okay, perfect. And is your email carlos11041966@yahoo.com? Yes. And is your phone

number 702-374-5119? Yeah. Okay, sir. Uh, well, I don't see, uh, that they have called you. I think they sent you a text message letting you know that, uh, you have a pending enrollment with us. Well, and your coverage became active for, um, a group accident, a dental, short-term disability. Yeah. Critical illness. I mean, vision, dental, uh, VIP Classic and preventive care. On the 19th, the new plan will become active which includes, uh, the short-term disability, group accident, uh, critical illness. Okay? They was just letting you know that you are under your personal open enrollment period. What? They was letting you know that you are under your personal open enrollment period. That y- if you want to make any changes to your coverage, you have until May the 30th to make the changes. I changed nothing. Yeah, the- so, uh, don't worry. That was just a courtesy reminder for open enrollment. Yeah, I think I finished, uh, enrollment for, uh, my, uh, bene- my new benefits. Yes, sir. It's, it's all done. You don't have to worry about it. The coverage is already in place. Okay. Okay? That's it, ma'am? Yes, that, that's it, sir. Um, do you have any other questions for us? No. All righty, sir. So, thank you for, for the Benefits Center card. Have a wonderful day. Thank you. You're welcome. Bye-bye.