

Transcript: Sara

Marulanda-5112959974457344-6479771072937984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yes, please. My name is Pauline Sarah. Uh, good morning again. Uh, please, I have issue, uh, I'm trying to enroll for the, from the insurance but it's like, uh, the website is not giving option to go to the next step. Okay, hold on. Let me see if I understand it. Um, you said you got insurance? No, I don't have insurance yet. Uh, um, I apply for a job. You want to enroll? Mm-hmm. Oh, you apply for a job? Yes. And once you get to the part for the insurance, it don't allows you to keep going? Yes. Okay, so let me check your account. May I have the name of the agency that you are working with and the last four of your Social, please? It's, uh, On Tracks Staffing. On Tracks Staffing? Yes. And may I have the last four of your Social? Yeah, 9394. 9394, right. Yes. And what is your name again? My name is Pauline, Pauline Gamo Espous Domomo. Okay, Pauline Gamo Esse- Domomo? Yes. Okay, ma'am, and just for security purposes, can you please verify your address and date of birth? Yeah, my address is 7232 Ophelia Ring High, Arlington, Texas 76002. Um... Date of birth? Uh, January 12th, 1955. Okay, and is your email paulinedomomo@yahoo.com and/or donfac- Yes. ... n@gmail.com? Yes. Okay. Well, I see that, that you did decline? Um- No, because, uh, I select some but I was trying to go to the next step. It was not allow me. I said, "Maybe because I select something, uh, let me just need decline to see if it will allow me to go to the next step." It was the same thing. I say, "Let me call." If you want, uh, what we can do is, we can go ahead and I will help you enroll from here and, uh- Mm-hmm. ... I mean, just tell me- Yes. ... what plans you want to enroll. Yeah, can you, th- the employee, the employee basic, the one, uh, that is \$17.66? The BIP is done, that's for employee only? Mm-hmm, yes. Okay, that's the medical. Anything else that you would like to enroll add? Yeah, the vision, uh- Vision, \$2.15. Yes, the, the, the, the vision, uh, the dentto- the dental. \$2.63, okay. Mm-hmm, yes, and, I think that, that's all. Okay, and that's for employee only, right? Yes. Okay, give me just a minute. Okay. Okay, so the total weekly deduction is gonna be \$23.44. Okay. Please allow... Okay, once you start working with the company, you need to allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And you're gonna receive the ID card. The ID card- Oh. I'm sorry. I'm sorry. You're gonna receive the ID cards by the end of that week and if you have not received them, like, between Thursday and Friday after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay? Okay. Okay, ma'am. So, I would like for you to check if that allows you to keep going. Uh... Okay, um, because that says here, "Please select or decline benefits in a cart insurance coverage. Paste the confirmation code below." Okay, give me an- give me a minute. Okay. And I'm gonna see if I do Refresh it. I'm just waiting for the system to... Okay. Uh, so okay.

Now, please check your, um, okay, I need you to please refresh your page.... and try to confirm- Okay. ... again because you are already enrolled. All right, I'll look up some good place. Mm-hmm. Yeah, it seem not giving me option to move on. No what? I'm sorry. Yeah, it just, uh, i- it's, uh, it's does... it's not giving me n- next. It's not... it's still direct, uh... Yeah. I just stopped there, uh, nothing. It's not giving me option to go to the next step. Well, our, our... We're the healthcare administrators. I already enrolled you. That part is done. Yeah. Is there any other, uh, issues like, like IT issues or technical... I mean, with the, uh- Mm-hmm. ... system issues? You will have to come- No, the, the, the- ... come talk to us. On the... Yeah, on the page, it just, uh, it just, "Please select or decline, uh, in the card insurance." That's all. Uh, they want me to put the code. Uh, the next, it just... it did not give me an, any op- option. It don't move on to the next step. But if you decline again, you're gonna cancel the enrollment. So- Oh, you see. Yeah. Did you refresh the page? Yes. Are you doing it in a computer or on the phone? On the computer. Okay. Could you, like, uh, like, save the information you already have, and close the page, and open it again, or not? Uh, m- m- yeah, I think, yeah, you can save. Okay. Let us open again another one. If you're able to open it again. Yeah, I tried to, to go back. Hold on. Yeah, you found it. It's there. You see how you, you do everything for us, but it still not give us... But you have a, a, the confirmation code? How can we get the confirmation? Okay, it's asking you for the confirmation? Yeah. Code. Okay. They have never asked us for the confirmation, but I'm gonna give you- Okay. ... a confirmation number, then maybe that works. Okay? Okay. Just let me know whenever you're ready to write it down. Okay. It is S as sierra, S. S like sierra? Yes, S, the letter S. Mm-hmm. Four, eight. Four, eight. Y as a Yankee. Y. There, Y. Yes. H as hotel. Yes. M as Mary. M as Mary, yes. Number three. Three. Z as zulu. Mm-hmm. Yes. D as delta. Yeah. And N as November. Okay, let me copy. Let's see if that one works. Hmm. I copy S, four, eight, Y, H, M, three, two, D, N. No, it's three, Z. Z as zebra. Not two. Okay. Z. Oh, okay. Z, D, N. Yes. Okay. You see? Okay. It's not working. Not working? It's like the one I sup-... Yeah. I, I don't know if, uh, uh, uh, and now, the, the next is, like, uh, is not... It's just found out, like, uh, it's not... I don't know what's going with the- Honestly, I think you will have to contact on track directly because we- Okay. ... I mean, we're just the healthcare administrators. We don't know about the enrollment and information there. I mean, the paperwork you have to go through all the system for them. I did. Yes. Okay. Yeah. I will call them because I see that I need more, more stuff to do but if this step I don't fill up, I would o- I would not go to the next step. Okay. Yes, it's not allowing you. So they may can unblock from their end or something, because I mean, I don't know what's next there. Okay. We don't have access to that information. Okay. Thank you so much for your help. Thank you. You're more than welcome, ma'am. Have a wonderful day. Okay. The same to you. Okay, thank you. Bye-bye. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yes, please. My name is Pauline Sarah. Uh, good morning again. Uh, please, I have issue, uh, I'm trying to enroll for the, from the insurance but it's like, uh, the website is not giving option to go to the next step. Okay, hold on. Let me see if I understand it. Um, you said you

got insurance? No, I don't have insurance yet. Uh, um, I apply for a job. You want to enroll? Mm-hmm. Oh, you apply for a job? Yes. And once you get to the part for the insurance, it don't allows you to keep going? Yes. Okay, so let me check your account. May I have the name of the agency that you are working with and the last four of your Social, please? It's, uh, On Tracks Staffing. On Tracks Staffing? Yes. And may I have the last four of your Social? Yeah, 9394. 9394, right. Yes. And what is your name again? My name is Pauline, Pauline Gamo Espous Domomo. Okay, Pauline Gamo Esse- Domomo? Yes. Okay, ma'am, and just for security purposes, can you please verify your address and date of birth? Yeah, my address is 7232 Ophelia Ring High, Arlington, Texas 76002. Um... Date of birth? Uh, January 12th, 1955. Okay, and is your email paulinedomomo@yahoo.com and/or donfac- Yes. ... n@gmail.com? Yes. Okay. Well, I see that, that you did decline? Um- No, because, uh, I select some but I was trying to go to the next step. It was not allow me. I said, "Maybe because I select something, uh, let me just need decline to see if it will allow me to go to the next step." It was the same thing. I say, "Let me call." If you want, uh, what we can do is, we can go ahead and I will help you enroll from here and, uh- Mm-hmm. ... I mean, just tell me- Yes. ... what plans you want to enroll. Yeah, can you, th- the employee, the employee basic, the one, uh, that is \$17.66? The BIP is done, that's for employee only? Mm-hmm, yes. Okay, that's the medical. Anything else that you would like to enroll add? Yeah, the vision, uh- Vision, \$2.15. Yes, the, the, the vision, uh, the dentto- the dental. \$2.63, okay. Mm-hmm, yes, and, I think that, that's all. Okay, and that's for employee only, right? Yes. Okay, give me just a minute. Okay. Okay, so the total weekly deduction is gonna be \$23.44. Okay. Please allow... Okay, once you start working with the company, you need to allow one to two weeks for your employer to start making deductions. Once you see the first deduction, that means the following Monday, that's when your coverage became active. And you're gonna receive the ID card. The ID card- Oh. I'm sorry. I'm sorry. You're gonna receive the ID cards by the end of that week and if you have not received them, like, between Thursday and Friday after the first deduction, please give us a call. We can send you virtual copies while you wait for the hard copy to arrive on the mail. Okay? Okay. Okay, ma'am. So, I would like for you to check if that allows you to keep going. Uh... Okay, um, because that says here, "Please select or decline benefits in a cart insurance coverage. Paste the confirmation code below." Okay, give me an- give me a minute. Okay. And I'm gonna see if I do Refresh it. I'm just waiting for the system to... Okay. Uh, so okay. Now, please check your, um, okay, I need you to please refresh your page.... and try to confirm- Okay. ... again because you are already enrolled. All right, I'll look up some good place. Mm-hmm. Yeah, it seem not giving me option to move on. No what? I'm sorry. Yeah, it just, uh, i- it's, uh, it's does... it's not giving me n- next. It's not... it's still direct, uh... Yeah. I just stopped there, uh, nothing. It's not giving me option to go to the next step. Well, our, our... We're the healthcare administrators. I already enrolled you. That part is done. Yeah. Is there any other, uh, issues like, like IT issues or technical... I mean, with the, uh- Mm-hmm. ... system issues? You will have to come- No, the, the, the- ... come talk to us. On the... Yeah, on the page, it just, uh, it just, "Please select or decline, uh, in the card insurance." That's all. Uh, they want me to put the code. Uh, the next, it just... it did not give me an, any op- option. It don't move on to the next step. But if you decline again, you're gonna cancel the enrollment. So- Oh, you see. Yeah. Did you refresh the page? Yes. Are you doing it in a computer or on the phone? On the computer. Okay. Could you, like, uh, like, save the information you already have, and close the page, and open it again, or not? Uh, m- m- yeah, I think, yeah, you can

save. Okay. Let us open again another one. If you're able to open it again. Yeah, I tried to, to go back. Hold on. Yeah, you found it. It's there. You see how you, you do everything for us, but it still not give us... But you have a, a, the confirmation code? How can we get the confirmation? Okay, it's asking you for the confirmation? Yeah. Code. Okay. They have never asked us for the confirmation, but I'm gonna give you- Okay. ... a confirmation number, then maybe that works. Okay? Okay. Just let me know whenever you're ready to write it down. Okay. It is S as sierra, S. S like sierra? Yes, S, the letter S. Mm-hmm. Four, eight. Four, eight. Y as a Yankee. Y. There, Y. Yes. H as hotel. Yes. M as Mary. M as Mary, yes. Number three. Three. Z as zulu. Mm-hmm. Yes. D as delta. Yeah. And N as November. Okay, let me copy. Let's see if that one works. Hmm. I copy S, four, eight, Y, H, M, three, two, D, N. No, it's three, Z. Z as zebra. Not two. Okay. Z. Oh, okay. Z, D, N. Yes. Okay. You see? Okay. It's not working. Not working? It's like the one I sup-... Yeah. I, I don't know if, uh, uh, uh, and now, the, the next is, like, uh, is not... It's just found out, like, uh, it's not... I don't know what's going with the- Honestly, I think you will have to contact on track directly because we- Okay. ... I mean, we're just the healthcare administrators. We don't know about the enrollment and information there. I mean, the paperwork you have to go through all the system for them. I did. Yes. Okay. Yeah. I will call them because I see that I need more, more stuff to do but if this step I don't fill up, I would o- I would not go to the next step. Okay. Yes, it's not allowing you. So they may can unblock from their end or something, because I mean, I don't know what's next there. Okay. We don't have access to that information. Okay. Thank you so much for your help. Thank you. You're more than welcome, ma'am. Have a wonderful day. Okay. The same to you. Okay, thank you. Bye-bye. Bye.