

Transcript: VICTORIA

Taylor-6160625431953408-6373346505080832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. I have a question. Uh, I work with a, uh, a temp through in- in- intende- Innovative, and I was supposed to get my card through the mail and I was needing to know if, was that Anthem? Uh, did you sign up for medical insurance through your employer? Uh, I have a temp there through in- Innovative and they said I was supposed to get my benefit card, uh, the second week after, uh, November that I got my, uh, paychecks. And I had talked to an old gentleman there and he said probably, uh, I would be receiving something through the mail about another week. Okay, what's- And- ... the name of the actual staffing agency you work for? Inn- Innovative, I-N-N-O-T-A-T-I-V-E. Innovative- Yes. ... Staff Solutions? Okay. Yes. Um, what's the last four of your Social? 8477. And your first and last name? First name's Marie, last name's Miller. Okay. Do you mind verifying your address and date of birth? Uh, my address is 14912 Highway 41 A, uh, 41A, Corydon, Kentucky 42406. And my phone number- Your date of birth. ... or 72166. Okay, are you no longer at 771 Washington Avenue in Evansville, Indiana? No, then that, that, that information has already been updated. Yeah, I'm not showing that it's updated in our systems. What is your current address again? It is 14912 Highway 41A, Corydon, Kentucky 42406. Okay, just to make sure I got it right, 14912 Highway 41A, um, city is gonna be C-O-R-Y-D-O-N, Kentucky 42406? Yes. Okay. And then phone number is 270-869-4795? Correct. And then email is gonna be millervaughan350@gmail.com? Correct. Okay. So I see your, your enrollment is still pending. Um, the coverage will be active the following Monday of your first payroll deduction, which I know can take up to two weeks for that to happen after you enroll. Well, see, I had en- Now, that is- Go ahead. Oh, sorry. I was just gonna say the ID cards are not made and sent to you until the coverage is active, which typically takes about seven to 10 business days of the coverage being active to get those. Okay, well, I had just talked to somebody there last week, and he said that, um, I could have pa- paid \$150, he said, and it would have... He said somehow in my process it got lost in the mail, uh, in the process. And he said, uh, because I told him, I said, my head, I don't remember seeing two paychecks during November and because the staff Okay. ... know, like he told me I should, had gotten something after the, my first paycheck, which was on the seventh. And the reason why I was asking you, 'cause on, on the card has it, 'cause I had just received someth- received something through the mail. It was Anthem, uh, like a, a card, I was just calling to see if that was what, uh, I was waiting for, uh, coming through the mail or not. Like if 100% Yeah. It wouldn't be with Anthem. Uh, the medical- Okay. ... and dental are with American Public Life and the vision is through MetLife. Um, but like I said, I don't see that we've received a payroll deduction for the coverage, so that's why your coverage isn't active yet. Yeah, 'cause, uh, because I had a- I had asked for the medical, the dental and, uh, because I'm paying a, like

\$100, uh, coming out my, uh, now my check. So you are enrolled for the InsurePlus Basics- Yeah. ... medical, group accident, dental, short term disability and vision, which comes out to a total of \$27.18. But we haven't received the first deduction for that, so nothing has been made out of your check for these benefits. Hmm. So is this something I'm gonna have to check with, uh, with the Staffing Solution? Well, like I said, uh, you're pending for enrollment, so the enrollment is just being processed right now. That can take up to two weeks to be processed through payroll. Okay. And then once you see that first deduction come out of your check for the coverage, the coverage will start the following Monday. And then once the coverage is active, ID cards are made and sent to you within seven to 10 business days. Okay. Um, so let me, let me see if I, if I understand this. All right, so I have direct deposit and, uh, and I, and I can pull it up on my phone and s- and it shows me what is deducted already out of my paycheck? But, so, w- would it, would it show that stuff, you know, like the medical and all that on there as well? Yeah, it'll show what's being... Your, your pay stub should show you everything that's being deducted, but what I'm letting you know is we haven't received any deductions. Okay. So it, it, we're still waiting on that first deduction to be made. Okay. So, so, so that's what, so that's what you mean by it's, it's, it's pending, correct? Yeah, your enrollment is pending. Okay. Mm-hmm. All right, now, now I understand. All right. Uh, was there anything else- That's all, you- ... you might need to help? No, that was, that was it. I just wanted to make sure, uh, if this, it was what I was looking for or not, okay. No, that was it. Yes, ma'am. Okay. Thank you. You have a wonderful day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. I have a question. Uh, I work with a, uh, a temp through in- in- intende- Innovative, and I was supposed to get my card through the mail and I was needing to know if, was that Anthem?

Speaker speaker_1: Uh, did you sign up for medical insurance through your employer?

Speaker speaker_2: Uh, I have a temp there through in- Innovative and they said I was supposed to get my benefit card, uh, the second week after, uh, November that I got my, uh, paychecks. And I had talked to an old gentleman there and he said probably, uh, I would be receiving something through the mail about another week.

Speaker speaker_1: Okay, what's-

Speaker speaker_2: And-

Speaker speaker_1: ... the name of the actual staffing agency you work for?

Speaker speaker_2: Inn- Innovative, I-N-N-O-T-A-T-I-V-E.

Speaker speaker_1: Innovative-

Speaker speaker_2: Yes.

Speaker speaker_1: ... Staff Solutions? Okay.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, what's the last four of your Social?

Speaker speaker_2: 8477.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name's Marie, last name's Miller.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, my address is 14912 Highway 41 A, uh, 41A, Corydon, Kentucky 42406. And my phone number-

Speaker speaker_1: Your date of birth.

Speaker speaker_2: ... or 72166.

Speaker speaker_1: Okay, are you no longer at 771 Washington Avenue in Evansville, Indiana?

Speaker speaker_2: No, then that, that, that information has already been updated.

Speaker speaker_1: Yeah, I'm not showing that it's updated in our systems. What is your current address again?

Speaker speaker_2: It is 14912 Highway 41A, Corydon, Kentucky 42406.

Speaker speaker_1: Okay, just to make sure I got it right, 14912 Highway 41A, um, city is gonna be C-O-R-Y-D-O-N, Kentucky 42406?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then phone number is 270-869-4795?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email is gonna be millervaughan350@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So I see your, your enrollment is still pending. Um, the coverage will be active the following Monday of your first payroll deduction, which I know can take up to two weeks for that to happen after you enroll.

Speaker speaker_2: Well, see, I had en-

Speaker speaker_1: Now, that is-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Oh, sorry. I was just gonna say the ID cards are not made and sent to you until the coverage is active, which typically takes about seven to 10 business days of the coverage being active to get those.

Speaker speaker_2: Okay, well, I had just talked to somebody there last week, and he said that, um, I could have pa- paid \$150, he said, and it would have... He said somehow in my process it got lost in the mail, uh, in the process. And he said, uh, because I told him, I said, my head, I don't remember seeing two paychecks during November and because the staff

Speaker speaker_3: Okay.

Speaker speaker_2: ... know, like he told me I should, had gotten something after the, my first paycheck, which was on the seventh. And the reason why I was asking you, 'cause on, on the card has it, 'cause I had just received someth- received something through the mail. It was Anthem, uh, like a, a card, I was just calling to see if that was what, uh, I was waiting for, uh, coming through the mail or not. Like if 100% Yeah.

Speaker speaker_1: It wouldn't be with Anthem. Uh, the medical-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and dental are with American Public Life and the vision is through MetLife. Um, but like I said, I don't see that we've received a payroll deduction for the coverage, so that's why your coverage isn't active yet.

Speaker speaker_2: Yeah, 'cause, uh, because I had a- I had asked for the medical, the dental and, uh, because I'm paying a, like \$100, uh, coming out my, uh, now my check.

Speaker speaker_1: So you are enrolled for the InsurePlus Basics-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... medical, group accident, dental, short term disability and vision, which comes out to a total of \$27.18. But we haven't received the first deduction for that, so nothing has been made out of your check for these benefits.

Speaker speaker_2: Hmm. So is this something I'm gonna have to check with, uh, with the Staffing Solution?

Speaker speaker_1: Well, like I said, uh, you're pending for enrollment, so the enrollment is just being processed right now. That can take up to two weeks to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: And then once you see that first deduction come out of your check for the coverage, the coverage will start the following Monday. And then once the coverage is active, ID cards are made and sent to you within seven to 10 business days.

Speaker speaker_2: Okay. Um, so let me, let me see if I, if I understand this. All right, so I have direct deposit and, uh, and I, and I can pull it up on my phone and s- and it shows me

what is deducted already out of my paycheck? But, so, w- would it, would it show that stuff, you know, like the medical and all that on there as well?

Speaker speaker_1: Yeah, it'll show what's being... Your, your pay stub should show you everything that's being deducted, but what I'm letting you know is we haven't received any deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: So it, it, we're still waiting on that first deduction to be made.

Speaker speaker_2: Okay. So, so, so that's what, so that's what you mean by it's, it's, it's pending, correct?

Speaker speaker_1: Yeah, your enrollment is pending.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right, now, now I understand. All right.

Speaker speaker_1: Uh, was there anything else-

Speaker speaker_2: That's all, you-

Speaker speaker_1: ... you might need to help?

Speaker speaker_2: No, that was, that was it. I just wanted to make sure, uh, if this, it was what I was looking for or not, okay. No, that was it.

Speaker speaker_1: Yes, ma'am. Okay.

Speaker speaker_2: Thank you.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.