

Transcript: VICTORIA

Taylor-6202261978529792-5477769245409280

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? I had a few questions. So, I work for a staffing agency for, uh, Dana. Uh, it's called HG Staffing. And I just had a few questions to see when, like, my insurance would kick in, and, like, what I need to do to, like, set it up if I didn't already set it up. I know that I filled out... When I did my interview or whatever, I did fill out stuff for the insurance, but I was just curious of when it, like, kicked in. Okay. Um, so typically, once you enroll, it takes about one to two weeks for the enrollment to be processed through payroll, and then coverage would start the following Monday of your first payroll deduction. Um... Okay. So, I started last week on Monday, and I just got my first paycheck, and it looks like that it took out the insurance. So, it should just start up Monday? Okay. Let me- Like- ... pull up your file to see specifically what's going on with you. Uh, what's the last four of your Social? 8955. And your first and last name? Uh, Daniel Hensley. H-E-N- Okay. ... as in Nancy, S-L-E-Y. Do you mind verifying your address and date of birth? Uh, the address is 119 Waterview Drive, Crossville, Tennessee, 38555. And then my date of birth is 9-21-1999. Phone number of 931-742-9379? Yes. Okay. And then email is dw, uh, hensley99 at gmail? Yep. Okay. Um, I do see that you're pending for enrollment. It's in a pending status because we have not received the first payroll deduction just yet. Okay. Um- So that, that just... Like, I don't... How does that work? Like, will it just take out of my paycheck eventually, or do I need to, like, tell HG Staffing to go ahead and take it out, or like...? Yeah, so they, they will take it out of your check. So, your, you're pen-... You're, like, pending for enrollment, so the actual enrollment is fine. Like I said, once you enroll, it can take up to two weeks before they even make- Okay. ... that first deduction, so it's not necessarily on your first paycheck. Um- Okay. ... unfortunately though, with me not having access to your payroll, I don't know when exactly they plan on making that deduction. So, if you wanted to get, like, a timeframe, then maybe I would reach out to payroll and see when they plan on making that first deduction. Okay. Um- All right, then. Thank you. ... either way, once you do see that first deduction come out of your check, the coverage will start the following Monday. And then, um, ID cards are made and sent once the coverage is active. So, it typically takes about seven to 10 business days of the coverage being active to get your, uh, your, um, ID card. Okay. Yes, sir. All right. Thank you. You're welcome. You have a wonderful day. You too. Thank you. 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: I had a few questions. So, I work for a staffing agency for, uh, Dana. Uh, it's called HG Staffing. And I just had a few questions to see when, like, my insurance would kick in, and, like, what I need to do to, like, set it up if I didn't already set it up. I know that I filled out... When I did my interview or whatever, I did fill out stuff for the insurance, but I was just curious of when it, like, kicked in.

Speaker speaker_1: Okay. Um, so typically, once you enroll, it takes about one to two weeks for the enrollment to be processed through payroll, and then coverage would start the following Monday of your first payroll deduction. Um...

Speaker speaker_2: Okay. So, I started last week on Monday, and I just got my first paycheck, and it looks like that it took out the insurance. So, it should just start up Monday?

Speaker speaker_1: Okay. Let me-

Speaker speaker_2: Like-

Speaker speaker_1: ... pull up your file to see specifically what's going on with you. Uh, what's the last four of your Social?

Speaker speaker_2: 8955.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Daniel Hensley. H-E-N-

Speaker speaker_1: Okay.

Speaker speaker_2: ... as in Nancy, S-L-E-Y.

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

Speaker speaker_2: Uh, the address is 119 Waterview Drive, Crossville, Tennessee, 38555. And then my date of birth is 9-21-1999.

Speaker speaker_1: Phone number of 931-742-9379?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then email is dw, uh, hensley99 at gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Um, I do see that you're pending for enrollment. It's in a pending status because we have not received the first payroll deduction just yet.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: So that, that just... Like, I don't... How does that work? Like, will it just take out of my paycheck eventually, or do I need to, like, tell HG Staffing to go ahead and take it out, or like...?

Speaker speaker_1: Yeah, so they, they will take it out of your check. So, your, you're pen-... You're, like, pending for enrollment, so the actual enrollment is fine. Like I said, once you enroll, it can take up to two weeks before they even make-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that first deduction, so it's not necessarily on your first paycheck. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... unfortunately though, with me not having access to your payroll, I don't know when exactly they plan on making that deduction. So, if you wanted to get, like, a timeframe, then maybe I would reach out to payroll and see when they plan on making that first deduction.

Speaker speaker_2: Okay.

Speaker speaker_1: Um-

Speaker speaker_2: All right, then. Thank you.

Speaker speaker_1: ... either way, once you do see that first deduction come out of your check, the coverage will start the following Monday. And then, um, ID cards are made and sent once the coverage is active. So, it typically takes about seven to 10 business days of the coverage being active to get your, uh, your, um, ID card.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.