

Transcript: Chris Sofield

(deactivated)-5185983319687168-4511116182208512

Full Transcript

Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hey, Chris. It's Tracy at APL. How are you doing? Doing all right, Tracy. And yourself? I'm doing fine, thank you. A little cold. I'm cold for where we are today, but other than that I'm okay. Well, that's good to hear. So I have an insur... I have a gentleman on the line who's with HG Staffing. His name is Michael Hensley, and the last four of his social is 7227. He is stating that he had been employed with this agency, but then he left employment but is back, and he was supposed to, um, have dental coverage again. We don't show him with active coverage since November- Okay. ... so he's just wanting to discuss that. Okay. Um, let's see here. All right. Uh, one moment. I see what it is. It looks like, um, it looks like we only just received the... Or we received the reinstatement form from him, uh, last week, so it's probably just a delay on everything going into effect. I can explain that all to him. Okay. Perfect. Okay, Chris. Well, are you ready to speak to Mr. Hensley? Uh, yes, ma'am. Okay. Well, thank you so much, and I hope you have a great rest of your day. You as well. Thanks for calling. All right. Thank you, Chris. All right. Bye-bye. You're welcome. Bye. Hello, Mr. Hensley? Yes. Hi. My name is Chris. Hello. I'm with Benefits and a Card. Uh, can you hear me? Yes. Yes, I can. All right. So, um, Mr. Hensley, I understand from, uh, the, uh, representative over at APL, Tracy, that there seems to be some, uh, little bit of a disconnect between, uh, you stating that you should s- you should have coverage and then what they're showing on their system? Well, I don't know. Like I said, I did have coverage with y'all. And what happened, I had s- kind of a medical problem with my back, and so I was gone from that company for about a month. I was still employed there, but I wasn't, you know? Right. Because they hadn't let me go. Okay, so I went ahead and got cleared from my doctor. I'm fine. I've been back with them for, I guess, about almost three weeks, two and a half, three now. So when I went in there to re-sign to get hired on and all that other stuff again, uh, you know, the same thing for my insurance. Right. Uh, I got... I told them to give me the same insurance like last time. I'd been on everything else. So I didn't know if that's with, uh, y'all or... Well, you know, I figured it is because I'm... You know, it's H- HG Staffing. I figured that's who they went with, but I don't know. Yes, sir. So, um, I can tell you exactly what happened with that. I see the form that you filled out. You filled it out on January 29th. But we didn't get it until February 10th, and it was processed the next day. Um, and any enrollment- Uh-huh. ... takes ab- Any enrollment takes about a week or two to fully process. So just because of the delay of you sending it- Okay. ... you filling it out and then us actually getting it and then processing it and then the standard processing time, it's just been a little bit of, uh... It's just been a little bit more of a wait, uh, as far as getting everything to go into effect. Yeah, that's fine. Um, yeah, but we do see here that your enrollment is pending at this time, um, reinstating your previous coverage. Okay. Wi- Uh, within the next week or two here is, uh, when you should start seeing deductions coming out of your checks. Once that

deduction happens- Okay. ... policies are reinstated and, and effective the following Monday after that deduction. Um, so at this time- That sounds fine. ... we're just kind... Yeah, at this time, we're just kind of... Uh, looks like we've already turned all the information over to HG to, uh, start those deductions back up. So at this time, we're just waiting on them- Okay. ... to actually do it. Okay. That's fine. And when that does, y'all send that in the mail, right, the card? Yeah, you should, you should get an... You should get ID cards- Okay. Okay. ... about a week to two after, uh, after the effective date. If you haven't gotten them by that point, um- Okay. ... give us a call back and we'll take a look into it. Okay? Okay. So right now, it's just pending right now? Yes, sir. The process? Okay, that's fine. As long as everything's already... The, the... You know, long as the ball's rolling and everything's in motion, that's good to go. I just... That's, that's all I needed to know. All right then. Well, uh, well, if that's everything, thanks again for giving us a call, Mr. Hensley. You have a wonderful day. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. It's Tracy at APL. How are you doing?

Speaker speaker_0: Doing all right, Tracy. And yourself?

Speaker speaker_1: I'm doing fine, thank you. A little cold. I'm cold for where we are today, but other than that I'm okay.

Speaker speaker_0: Well, that's good to hear.

Speaker speaker_1: So I have an insur... I have a gentleman on the line who's with HG Staffing. His name is Michael Hensley, and the last four of his social is 7227. He is stating that he had been employed with this agency, but then he left employment but is back, and he was supposed to, um, have dental coverage again. We don't show him with active coverage since November-

Speaker speaker_0: Okay.

Speaker speaker_1: ... so he's just wanting to discuss that.

Speaker speaker_0: Okay. Um, let's see here.

Speaker speaker_1: All right.

Speaker speaker_0: Uh, one moment. I see what it is. It looks like, um, it looks like we only just received the... Or we received the reinstatement form from him, uh, last week, so it's probably just a delay on everything going into effect. I can explain that all to him.

Speaker speaker_1: Okay. Perfect. Okay, Chris. Well, are you ready to speak to Mr. Hensley?

Speaker speaker_0: Uh, yes, ma'am.

Speaker speaker_1: Okay. Well, thank you so much, and I hope you have a great rest of your day.

Speaker speaker_0: You as well. Thanks for calling.

Speaker speaker_1: All right. Thank you, Chris. All right. Bye-bye.

Speaker speaker_0: You're welcome. Bye. Hello, Mr. Hensley?

Speaker speaker_2: Yes.

Speaker speaker_0: Hi. My name is Chris.

Speaker speaker_2: Hello.

Speaker speaker_0: I'm with Benefits and a Card. Uh, can you hear me?

Speaker speaker_2: Yes. Yes, I can.

Speaker speaker_0: All right. So, um, Mr. Hensley, I understand from, uh, the, uh, representative over at APL, Tracy, that there seems to be some, uh, little bit of a disconnect between, uh, you stating that you should s- you should have coverage and then what they're showing on their system?

Speaker speaker_2: Well, I don't know. Like I said, I did have coverage with y'all. And what happened, I had s- kind of a medical problem with my back, and so I was gone from that company for about a month. I was still employed there, but I wasn't, you know?

Speaker speaker_0: Right.

Speaker speaker_2: Because they hadn't let me go. Okay, so I went ahead and got cleared from my doctor. I'm fine. I've been back with them for, I guess, about almost three weeks, two and a half, three now. So when I went in there to re-sign to get hired on and all that other stuff again, uh, you know, the same thing for my insurance.

Speaker speaker_0: Right.

Speaker speaker_2: Uh, I got... I told them to give me the same insurance like last time. I'd been on everything else. So I didn't know if that's with, uh, y'all or... Well, you know, I figured it is because I'm... You know, it's H- HG Staffing. I figured that's who they went with, but I don't know.

Speaker speaker_0: Yes, sir. So, um, I can tell you exactly what happened with that. I see the form that you filled out. You filled it out on January 29th. But we didn't get it until February 10th, and it was processed the next day. Um, and any enrollment-

Speaker speaker_2: Uh-huh.

Speaker speaker_0: ... takes ab- Any enrollment takes about a week or two to fully process. So just because of the delay of you sending it-

Speaker speaker_2: Okay.

Speaker speaker_0: ... you filling it out and then us actually getting it and then processing it and then the standard processing time, it's just been a little bit of, uh... It's just been a little bit more of a wait, uh, as far as getting everything to go into effect.

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_0: Um, yeah, but we do see here that your enrollment is pending at this time, um, reinstating your previous coverage.

Speaker speaker_2: Okay.

Speaker speaker_0: Wi- Uh, within the next week or two here is, uh, when you should start seeing deductions coming out of your checks. Once that deduction happens-

Speaker speaker_2: Okay.

Speaker speaker_0: ... policies are reinstated and, and effective the following Monday after that deduction. Um, so at this time-

Speaker speaker_2: That sounds fine.

Speaker speaker_0: ... we're just kind... Yeah, at this time, we're just kind of... Uh, looks I- And looks like we've already turned all the information over to HG to, uh, start those deductions back up. So at this time, we're just waiting on them-

Speaker speaker_2: Okay.

Speaker speaker_0: ... to actually do it.

Speaker speaker_2: Okay. That's fine. And when that does, y'all send that in the mail, right, the card?

Speaker speaker_0: Yeah, you should, you should get an... You should get ID cards-

Speaker speaker_2: Okay. Okay.

Speaker speaker_0: ... about a week to two after, uh, after the effective date. If you haven't gotten them by that point, um-

Speaker speaker_2: Okay.

Speaker speaker_0: ... give us a call back and we'll take a look into it. Okay?

Speaker speaker_2: Okay. So right now, it's just pending right now?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: The process? Okay, that's fine. As long as everything's already... The, the... You know, long as the ball's rolling and everything's in motion, that's good to go. I just... That's, that's all I needed to know.

Speaker speaker_0: All right then. Well, uh, well, if that's everything, thanks again for giving us a call, Mr. Hensley. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_0: You're welcome. Bye now.