

Transcript: Chris Sofield

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Full Transcript

... you have a call on Benefits and a Card, this is Chris. How can I help you today? Hi, this is Tina Chenault, and I just looked at my pay stub, and I'm not seeing, um, the deduction for the medical part of my insurance. Okay. Um... one moment. What staffing company do you work with? Uh, Verstella. And the last four of your Social? 9553. Thank you. Ms. Chenault, could you verify your address and your date of birth for me please? Yes. It's 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227. And the birth date is 11/5/62. Thank you. Then, let's see here. We have a phone number on file of 317-797-9587. Is that correct? Yes. Okay. One moment. Okay. So I show it looks like we have the dental, vision, life, and free Rx for the weekly of \$13.87, but you also ha- I do also see notes that state that there's the MVP enrollment as well... Okay, so unfortunately, because the deductions themselves are handled by Verstella and not by us, I'm not sure how exactly they code that through their payroll servers and their systems to be able to, um, to be able to, uh, like, for that to show on your pay stubs. That may- that may be- Okay. ... honestly a question you need to ask Verstella's payroll team- Okay. ... how- how those deductions work. But I do have the coverage though, right? Yeah. I- I do see here- Okay. ... that you are enrolled into MVP for, uh, f- for employee only, looks like effective of 2/1/25. So yeah, that, um, yeah, as far as, like, how the deductions are going to show on that, yeah, just- just get in contact with- Okay. ... with Verstella and see if their payroll teams can tell you anything. All right. Thank you so much. You're welcome. Thanks for calling and have a good day. All right. You too. Mm-hmm. Bye. Mm-hmm. Bye now.

Conversation Format

Speaker speaker_0: ... you have a call on Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hi, this is Tina Chenault, and I just looked at my pay stub, and I'm not seeing, um, the deduction for the medical part of my insurance.

Speaker speaker_0: Okay. Um... one moment. What staffing company do you work with?

Speaker speaker_1: Uh, Verstella.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9553.

Speaker speaker_0: Thank you. Ms. Chenault, could you verify your address and your date of birth for me please?

Speaker speaker_1: Yes. It's 830 Cloudywind Drive, Apartment 400, Indianapolis, Indiana 46227. And the birth date is 11/5/62.

Speaker speaker_0: Thank you. Then, let's see here. We have a phone number on file of 317-797-9587. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. One moment. Okay. So I show it looks like we have the dental, vision, life, and free Rx for the weekly of \$13.87, but you also ha- I do also see notes that state that there's the MVP enrollment as well... Okay, so unfortunately, because the deductions themselves are handled by Verstella and not by us, I'm not sure how exactly they code that through their payroll servers and their systems to be able to, um, to be able to, uh, like, for that to show on your pay stubs. That may- that may be-

Speaker speaker_1: Okay.

Speaker speaker_0: ... honestly a question you need to ask Verstella's payroll team-

Speaker speaker_1: Okay.

Speaker speaker_0: ... how- how those deductions work.

Speaker speaker_1: But I do have the coverage though, right?

Speaker speaker_0: Yeah. I- I do see here-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you are enrolled into MVP for, uh, f- for employee only, looks like effective of 2/1/25. So yeah, that, um, yeah, as far as, like, how the deductions are going to show on that, yeah, just- just get in contact with-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with Verstella and see if their payroll teams can tell you anything.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Thanks for calling and have a good day.

Speaker speaker_1: All right. You too. Mm-hmm. Bye.

Speaker speaker_0: Mm-hmm. Bye now.