

Transcript: Chris Sofield

(deactivated)-5381164607946752-6626839844831232

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Can I speak with Stephanie Lovejoy? This is her. Hi, Ms. Lovejoy. This is Chris with Benefits and a Card. Uh, you had left us a voicemail earlier today requesting some information on your benefits. Yeah. Um, hello. How are you? I'm doing well, and yourself? I'm good. Don't mind me. I'm just taking my walk. Um- No, you're fine. So my wo-... My first question was... I was just curious of when the, um, membership card, if that shipped yet or just the status of that. Okay. Yeah. I can sh-... I should be able to take a look into that for you. Uh, could you just confirm real quick what staffing company you work with? Um, Partners Personnel. Okay. Thank you. And then to locate your file, uh, the last four of your social? 9350. Thank you. Mm-hmm. All right. I'll pull it up. I'll just need you to verify your address and your date of birth for me real quick. Okay. It's 5313 Baywater Drive, Tampa, Florida 33615 and 2/21/1984. All right. Uh, let's see here. Our chart looks like we've got an, an enrollment for the Stay Healthy - Enhanced & Dental coverages, medical and dental, uh, employee and spouse level. Looks like that is slated to go into effect next Monday on the 9th, so you should be getting your ID cards in about two to three weeks. All right. So I actually... My husband, he will be getting new health insurance. Um- Okay. So is there any way that I can drop him? Uh, just set it down to employee only? Yes. Yeah. That should be doable. No problem. One moment. All right. Thank you. Okay. Yeah. So that is doable, uh, since you're still within your eligibility window. Uh, that's gonna bring your total weekly deductions down to \$47.39. Mm-hmm. Um, now because of, uh, the fact that the other enrollment is going into effect in the first place, uh, you are still going to see maybe one or two more deductions providing, uh, providing coverage at the employee and spouse level just because it takes one to two weeks for the change to actually process. Um, but after two weeks at the most, it will drop down to that 47.39. Uh, Monday after the first deduction of 47.39, um, is received, then we... then your coverage will have fully dropped down to employee only and you'll get new ID cards about a week or two after that showing that it's just for yourself, not for, not for both of you. Okay. Um, and is that... The 47, is that including the dental? Yes. That's 43.76- Because it's- ... for the medical and 3.63 for the dental. Okay. Well, let's drop the dental too please. Uh, g- go ahead and drop the dental entirely? All right. Yeah. Correct. All right. So then that's 43.76 just for the medical. O- okay. That's perfect. Thank you. All right. No problem. Was there anything else we could help with? Nope. That's everything. I appreciate it. No problem. Thanks for taking the time to speak with me. You have a wonderful day. You too. Bye-bye. All right. Bye now.

Conversation Format

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

Speaker speaker_1: Hello. Can I speak with Stephanie Lovejoy?

Speaker speaker_2: This is her.

Speaker speaker_1: Hi, Ms. Lovejoy. This is Chris with Benefits and a Card. Uh, you had left us a voicemail earlier today requesting some information on your benefits.

Speaker speaker_2: Yeah. Um, hello. How are you?

Speaker speaker_1: I'm doing well, and yourself?

Speaker speaker_2: I'm good. Don't mind me. I'm just taking my walk. Um-

Speaker speaker_1: No, you're fine.

Speaker speaker_2: So my wo-... My first question was... I was just curious of when the, um, membership card, if that shipped yet or just the status of that.

Speaker speaker_1: Okay. Yeah. I can sh-... I should be able to take a look into that for you. Uh, could you just confirm real quick what staffing company you work with?

Speaker speaker_2: Um, Partners Personnel.

Speaker speaker_1: Okay. Thank you. And then to locate your file, uh, the last four of your social?

Speaker speaker_2: 9350.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. I'll pull it up. I'll just need you to verify your address and your date of birth for me real quick.

Speaker speaker_2: Okay. It's 5313 Baywater Drive, Tampa, Florida 33615 and 2/21/1984.

Speaker speaker_1: All right. Uh, let's see here. Our chart looks like we've got an, an enrollment for the Stay Healthy - Enhanced & Dental coverages, medical and dental, uh, employee and spouse level. Looks like that is slated to go into effect next Monday on the 9th, so you should be getting your ID cards in about two to three weeks.

Speaker speaker_2: All right. So I actually... My husband, he will be getting new health insurance. Um-

Speaker speaker_1: Okay.

Speaker speaker_2: So is there any way that I can drop him?

Speaker speaker_1: Uh, just set it down to employee only?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. That should be doable. No problem. One moment.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Okay. Yeah. So that is doable, uh, since you're still within your eligibility window. Uh, that's gonna bring your total weekly deductions down to \$47.39.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, now because of, uh, the fact that the other enrollment is going into effect in the first place, uh, you are still going to see maybe one or two more deductions providing, uh, providing coverage at the employee and spouse level just because it takes one to two weeks for the change to actually process. Um, but after two weeks at the most, it will drop down to that 47.39. Uh, Monday after the first deduction of 47.39, um, is received, then we... then your coverage will have fully dropped down to employee only and you'll get new ID cards about a week or two after that showing that it's just for yourself, not for, not for both of you.

Speaker speaker_2: Okay. Um, and is that... The 47, is that including the dental?

Speaker speaker_1: Yes. That's 43.76-

Speaker speaker_2: Because it's-

Speaker speaker_1: ... for the medical and 3.63 for the dental.

Speaker speaker_2: Okay. Well, let's drop the dental too please.

Speaker speaker_1: Uh, g- go ahead and drop the dental entirely? All right.

Speaker speaker_2: Yeah. Correct.

Speaker speaker_1: All right. So then that's 43.76 just for the medical.

Speaker speaker_2: O- okay. That's perfect. Thank you.

Speaker speaker_1: All right. No problem. Was there anything else we could help with?

Speaker speaker_2: Nope. That's everything. I appreciate it.

Speaker speaker_1: No problem. Thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: All right. Bye now.