

Transcript: Chris Sofield

(deactivated)-5493475088318464-4565950560518144

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, Chris, I'm probably needing some clarification on coverage. I just signed up today, but I'm really confused on this coverage on what it does and doesn't cover. So, I'm just trying to get clarification. Am I able to go to the doctor's or is it just telehealth? And then, obviously, prescriptions are covered, because I figured that much out, but I'm a little gray on the area of what is covered, where do I go for medical if I need it. Um, I guess I'm kind of confused, and can you maybe clarify for me? Okay. Uh, what staffing company do you work with? I work for Robert Half. You work for Robert Half. We do not partner with Robert Half anymore. Oh, okay, 'cause this is the number they gave me to call, and the guy I talked to today took all my information to sign me up. Mm-hmm. So now what? The- And the weird thing is, is when I went on the website, it also shows that it's pending coverage, which is so bizarre. So, can we clarify- So- ... whether or not I'm gonna be able- So- ... to get it or not? Okay. So, you... Do you work as a temp through Robert Half, or are you- Yes. ... working with- I'm working- Okay. So then- ... as a temp to permanent hire eventually. The company here that I'm working with on behalf, through Robert Half, is going to hopefully hire me on full time. But, of course, I don't know yet because I don't start till tomorrow. Right. So then, I'm curious, because did, did the representative you spoke with earlier say anything about you... Like, did you s- did... Was anything mentioned about you working at Robert Half through a different staffing company? Maybe, because he- Or- ... wasn't, he wasn't very clear, and he took all my information and signed me up. And then when I went online, I didn't see anything, so I signed me up through that website, and it shows that, you know, there'll be payroll deductions, so I'd have to put any money out of pocket. But now I'm kind of confused on, am I signed up, am I not signed up? I don't know. Okay. What, um, what website did you go to where you signed yourself up? Hang on a minute. Put you on speakerphone so that I can tell you the name of the site. So, he told me to type in a specific site, and it took me to OnTrack Staffing. OnTrack Staffing. MyBenefitsInACard.com. MyBenefitsInACard.com/OnTrackStaffing? Well, it doesn't say that. It just says MyBenefitsInACard.com, but then it says OnTrack Staffing on the login page. Oh, okay. So, it sounds like... It sounds like there may have been some confusion as far as what was heard on the original call. Mm-hmm. Um, let me check to see if a, uh, file was created under the OnTrack, uh, under OnTrack information. Let's... All right. Uh, what, what was your first and last name? Marla, M-A-R-L-A. Bockman, B-O-C-K-M-A-N. Okay. Yeah, 'cause the email I got from Robert Half was, um... Hang on a moment. I'll tell you in a minute. For the benefits, let me pull into the email he sent me. Was the... It says, "Benefits, call this 1-866-372-3980," and then it says, "http://roberthalf.gobenefits.net," but that doesn't work. So, when I called the phone number, I got a representative. It's the same number I called this time too, to get benefits. I'm, like- Okay. ... so confused. All right. So, I think... I think I understand

what, stand what happened here. We haven't worked with Robert Half in over five or six years. Um... Oh, wow. But it, but it sounds like they are still providing information to get in contact with us to sign up for benefits. Okay. Now, somehow, when you called in today, there may have been some confusion, or maybe something was misheard, and the representative you originally spoke with s- uh, heard Robert Half as OnTrack, which is a company that we do partner with, but is not the company that you work through. So- Right. You're... So, your information was entered into our system under a... under a client that you do not work for, which we do apologize for that. Correct. We'll go ahead and get rid of all of that information, um, but- Okay. ... your... So... Yeah, so that- So do you see me in the system now? And if so- Yeah. ... can we just delete that? Or- Well, the thing is, is that we see you in the system, but it's never going to go into effect because you don't work for the client that we have you under. And the client that we- Right. The, the staffing company that you work with no longer partners with us, so none of this is going to happen 'cause it, 'cause- Got you. ... it's, it's, it's... There's absolutely zero connection. Um- That's hilarious 'cause I- Yeah. ... even got a confirmation email and everything. That's hilarious. Right. So yeah, what I'll... What we'll do then is we'll... Yeah, I'll, um, I'll, I'll send an email to our back office teams to get this file deleted out of our system because we should not have your information because you don't work for a company that we partner with- Mm-hmm. ... and you'll have to get in contact with Robert Half and, uh, ask them to provide you with their updated information for who to speak with regarding getting enrolled into insurance benefits. As, like I said, you've... The... We haven't worked with them in at least five years. We... Like, I've been here for over five years and we hadn't worked with them when I started, so... Oh, that's hilarious and yet he sent me that info, so I have no idea- Yeah. ... who they go to for their benefits, but Yeah. So what it, what it soun- What it sounds like is that Robert Half still has the information to get in contact with us on file for some reason. I'm not sure why. But when you gave us a call, uh, maybe there was like a... Maybe there was some distortion on the line at the time of the call or something like that, maybe something wasn't heard properly and that's where, that's where this situation came about. Um, but we'll go ahead- I think it's 'cause he had asked me... Um, he asked me, um, about the, um... For how to explain it. About the company, but then when he was trying to ask me and I said, "It's Robert Half," and I kept repeating that, he said, "Well, they're part of, uh, a partner staffing." And I said, "Oh, okay. Fine." And so I guess he thought they were part of that OnTrack partner staffing- It- ... is what he was saying. It, it is entirely possible and we'll, we'll, we'll review the call to see where the, where the disconnect happened on that, um, but again, we'll, we'll just go ahead and, and remove any, any record of your information in our system out of it, to go ahead and get rid of that because we shouldn't have it in the first place, and then, yeah. Just get in contact with Robert Half and ask them who to get in contact with regarding your insurance because they gave you... They gave you outdated information. Got you. Okay. That's so confusing. Uh, right. It, it is, um, but, uh, that's, that's the best I... That's the best explanation I have for what would have happened here. Um, but yeah. We- Uh, I, I do apologize for the inconvenience on that, but unfortunately there's not any re- Not, not any enrollment that we'd be able to help you with. Got you. All right. So that's basically them. Like I said, if you can... And then would I be able to get a confirmation that that information had been deleted from your system? Um- 'Cause that's kind of awkward. They have all my information. Yeah. I'll, I'll see if there's... I'll see if there's any way for us to, um, to get that out to you. Um, it may just be... I'll, I'll, I'll see about, about seeing any way of us getting some sort of

confirmation out to you that your information has been deleted out of the system. Um, again, I do apologize for that. Uh, we'll, we'll get that taken care of for you as far as getting rid of, getting rid of these... This account that got created in our system in error, and yeah. You'll just have to get in contact with Robert Half for further assistance at this point. Okay. But how will I know that you guys did indeed get my info deleted? You know what I mean? Yeah. No, no, no. That's what I'm saying. Um, i- it may... Depending on what I hear back from our back office team, um, I'm at least going to note down, like, your, like, your phone number, um, and then I can give you a call back to let you know that your, your account information has been deleted out of the system. Okay, perfect. Okay. Um... All right. And then just t- Uh, and what is your phone number, ma'am? Um, my phone number? 510- Mm-hmm. ... 738- Mm-hmm. ... 9855. Okay. All right. I'll, I'll note this down, Marla, and, um, once I, uh, o- once I get confirmation that the file has been deleted, um, then I'll give you a call back, let you know that everything is out of our system, and then I will, uh, I will shred this note so we don't... So I don't even have your phone number written down anywhere, okay? Okay, perfect. Thank you. I appreciate that. Well, that's so frustrating- Nope. ... 'cause I kept repeating to him the name of the company I work for and it was like... Right. I do apologize. Again, we'll, we'll definitely review what happened with that and go over, make sure that, that all of our team is aware that we do not work with Robert Half so this doesn't happen again. Um, and then I, I know that's not gonna... That, that doesn't, that doesn't... That doesn't stop what happened previously to you and me talking, but it'll at least prevent it from happening to someone else and then we can go ahead- And then, yeah. We'll, we'll get rid of everything. Okay, great. All right. Um, was there anything else I could help you with, Marla? Um, no. That's good. All right then, um, I'll work on... I'll reach out to our back office team to have them get rid of everything and then I'll give you a call back, let you know it's all done, and then I'll get, I'll get rid of the note I have of your phone number and that will be it. Okay, great. Thank you. You're welcome. Thank you for calling and have a good day. Okay. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: Yeah, Chris, I'm probably needing some clarification on coverage. I just signed up today, but I'm really confused on this coverage on what it does and doesn't cover. So, I'm just trying to get clarification. Am I able to go to the doctor's or is it just telehealth? And then, obviously, prescriptions are covered, because I figured that much out, but I'm a little gray on the area of what is covered, where do I go for medical if I need it. Um, I guess I'm kind of confused, and can you maybe clarify for me?

Speaker speaker_0: Okay. Uh, what staffing company do you work with?

Speaker speaker_1: I work for Robert Half.

Speaker speaker_0: You work for Robert Half. We do not partner with Robert Half anymore.

Speaker speaker_1: Oh, okay, 'cause this is the number they gave me to call, and the guy I talked to today took all my information to sign me up.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So now what?

Speaker speaker_0: The-

Speaker speaker_1: And the weird thing is, is when I went on the website, it also shows that it's pending coverage, which is so bizarre. So, can we clarify-

Speaker speaker_0: So-

Speaker speaker_1: ... whether or not I'm gonna be able-

Speaker speaker_0: So-

Speaker speaker_1: ... to get it or not?

Speaker speaker_0: Okay. So, you... Do you work as a temp through Robert Half, or are you-

Speaker speaker_1: Yes.

Speaker speaker_0: ... working with-

Speaker speaker_1: I'm working-

Speaker speaker_0: Okay. So then-

Speaker speaker_1: ... as a temp to permanent hire eventually. The company here that I'm working with on behalf, through Robert Half, is going to hopefully hire me on full time. But, of course, I don't know yet because I don't start till tomorrow.

Speaker speaker_0: Right. So then, I'm curious, because did, did the representative you spoke with earlier say anything about you... Like, did you s- did... Was anything mentioned about you working at Robert Half through a different staffing company?

Speaker speaker_1: Maybe, because he-

Speaker speaker_0: Or-

Speaker speaker_1: ... wasn't, he wasn't very clear, and he took all my information and signed me up. And then when I went online, I didn't see anything, so I signed me up through that website, and it shows that, you know, there'll be payroll deductions, so I'd have to put any money out of pocket. But now I'm kind of confused on, am I signed up, am I not signed up? I don't know.

Speaker speaker_0: Okay. What, um, what website did you go to where you signed yourself up?

Speaker speaker_1: Hang on a minute. Put you on speakerphone so that I can tell you the name of the site. So, he told me to type in a specific site, and it took me to OnTrack Staffing.

Speaker speaker_0: OnTrack Staffing.

Speaker speaker_1: MyBenefitsInACard.com.

Speaker speaker_0: MyBenefitsInACard.com/OnTrackStaffing?

Speaker speaker_1: Well, it doesn't say that. It just says MyBenefitsInACard.com, but then it says OnTrack Staffing on the login page.

Speaker speaker_0: Oh, okay. So, it sounds like... It sounds like there may have been some confusion as far as what was heard on the original call.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, let me check to see if a, uh, file was created under the OnTrack, uh, under OnTrack information. Let's... All right. Uh, what, what was your first and last name?

Speaker speaker_1: Marla, M-A-R-L-A. Bockman, B-O-C-K-M-A-N.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah, 'cause the email I got from Robert Half was, um... Hang on a moment. I'll tell you in a minute. For the benefits, let me pull into the email he sent me. Was the... It says, "Benefits, call this 1-866-372-3980," and then it says, "http://roberthalf.gobenefits.net," but that doesn't work. So, when I called the phone number, I got a representative. It's the same number I called this time too, to get benefits. I'm, like-

Speaker speaker_0: Okay.

Speaker speaker_1: ... so confused.

Speaker speaker_0: All right. So, I think... I think I understand what, stand what happened here. We haven't worked with Robert Half in over five or six years. Um...

Speaker speaker_1: Oh, wow.

Speaker speaker_0: But it, but it sounds like they are still providing information to get in contact with us to sign up for benefits.

Speaker speaker_1: Okay.

Speaker speaker_0: Now, somehow, when you called in today, there may have been some confusion, or maybe something was misheard, and the representative you originally spoke with s- uh, heard Robert Half as OnTrack, which is a company that we do partner with, but is not the company that you work through. So-

Speaker speaker_1: Right.

Speaker speaker_0: You're... So, your information was entered into our system under a... under a client that you do not work for, which we do apologize for that.

Speaker speaker_1: Correct.

Speaker speaker_0: We'll go ahead and get rid of all of that information, um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your... So... Yeah, so that-

Speaker speaker_1: So do you see me in the system now? And if so-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... can we just delete that? Or-

Speaker speaker_0: Well, the thing is, is that we see you in the system, but it's never going to go into effect because you don't work for the client that we have you under. And the client that we-

Speaker speaker_1: Right.

Speaker speaker_0: The, the staffing company that you work with no longer partners with us, so none of this is going to happen 'cause it, 'cause-

Speaker speaker_1: Got you.

Speaker speaker_0: ... it's, it's, it's... There's absolutely zero connection. Um-

Speaker speaker_1: That's hilarious 'cause I-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... even got a confirmation email and everything. That's hilarious.

Speaker speaker_0: Right. So yeah, what I'll... What we'll do then is we'll... Yeah, I'll, um, I'll, I'll send an email to our back office teams to get this file deleted out of our system because we should not have your information because you don't work for a company that we partner with-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... and you'll have to get in contact with Robert Half and, uh, ask them to provide you with their updated information for who to speak with regarding getting enrolled into insurance benefits. As, like I said, you've... The... We haven't worked with them in at least five years. We... Like, I've been here for over five years and we hadn't worked with them when I started, so...

Speaker speaker_1: Oh, that's hilarious and yet he sent me that info, so I have no idea-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... who they go to for their benefits, but

Speaker speaker_0: Yeah. So what it, what it soun- What it sounds like is that Robert Half still has the information to get in contact with us on file for some reason. I'm not sure why. But when you gave us a call, uh, maybe there was like a... Maybe there was some distortion on the line at the time of the call or something like that, maybe something wasn't heard properly and that's where, that's where this situation came about. Um, but we'll go ahead-

Speaker speaker_1: I think it's 'cause he had asked me... Um, he asked me, um, about the, um... For how to explain it. About the company, but then when he was trying to ask me and I said, "It's Robert Half," and I kept repeating that, he said, "Well, they're part of, uh, a partner staffing." And I said, "Oh, okay. Fine." And so I guess he thought they were part of that OnTrack partner staffing-

Speaker speaker_0: It-

Speaker speaker_1: ... is what he was saying.

Speaker speaker_0: It, it is entirely possible and we'll, we'll, we'll review the call to see where the, where the disconnect happened on that, um, but again, we'll, we'll just go ahead and, and remove any, any record of your information in our system out of it, to go ahead and get rid of that because we shouldn't have it in the first place, and then, yeah. Just get in contact with Robert Half and ask them who to get in contact with regarding your insurance because they gave you... They gave you outdated information.

Speaker speaker_1: Got you. Okay. That's so confusing.

Speaker speaker_0: Uh, right. It, it is, um, but, uh, that's, that's the best I... That's the best explanation I have for what would have happened here. Um, but yeah. We- Uh, I, I do apologize for the inconvenience on that, but unfortunately there's not any re- Not, not any enrollment that we'd be able to help you with.

Speaker speaker_1: Got you.

Speaker speaker_0: All right.

Speaker speaker_1: So that's basically them. Like I said, if you can... And then would I be able to get a confirmation that that information had been deleted from your system?

Speaker speaker_0: Um-

Speaker speaker_1: 'Cause that's kind of awkward. They have all my information.

Speaker speaker_0: Yeah. I'll, I'll see if there's... I'll see if there's any way for us to, um, to get that out to you. Um, it may just be... I'll, I'll, I'll see about, about seeing any way of us getting some sort of confirmation out to you that your information has been deleted out of the system. Um, again, I do apologize for that. Uh, we'll, we'll get that taken care of for you as far as getting rid of, getting rid of these... This account that got created in our system in error, and yeah. You'll just have to get in contact with Robert Half for further assistance at this point.

Speaker speaker_1: Okay. But how will I know that you guys did indeed get my info deleted? You know what I mean?

Speaker speaker_0: Yeah. No, no, no. That's what I'm saying. Um, i- it may... Depending on what I hear back from our back office team, um, I'm at least going to note down, like, your, like, your phone number, um, and then I can give you a call back to let you know that your, your account information has been deleted out of the system.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Okay. Um... All right. And then just t- Uh, and what is your phone number, ma'am?

Speaker speaker_1: Um, my phone number? 510-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 738-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 9855.

Speaker speaker_0: Okay. All right. I'll, I'll note this down, Marla, and, um, once I, uh, o- once I get confirmation that the file has been deleted, um, then I'll give you a call back, let you know that everything is out of our system, and then I will, uh, I will shred this note so we don't... So I don't even have your phone number written down anywhere, okay?

Speaker speaker_1: Okay, perfect. Thank you. I appreciate that. Well, that's so frustrating-

Speaker speaker_0: Nope.

Speaker speaker_1: ... 'cause I kept repeating to him the name of the company I work for and it was like...

Speaker speaker_0: Right. I do apologize. Again, we'll, we'll definitely review what happened with that and go over, make sure that, that all of our team is aware that we do not work with Robert Half so this doesn't happen again. Um, and then I, I know that's not gonna... That, that doesn't, that doesn't... That doesn't stop what happened previously to you and me talking, but it'll at least prevent it from happening to someone else and then we can go ahead- And then, yeah. We'll, we'll get rid of everything.

Speaker speaker_1: Okay, great.

Speaker speaker_0: All right. Um, was there anything else I could help you with, Marla?

Speaker speaker_1: Um, no. That's good.

Speaker speaker_0: All right then, um, I'll work on... I'll reach out to our back office team to have them get rid of everything and then I'll give you a call back, let you know it's all done, and then I'll get, I'll get rid of the note I have of your phone number and that will be it.

Speaker speaker_1: Okay, great. Thank you.

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

Speaker speaker_1: Okay. Bye.

Speaker speaker_0: Bye now.