

Transcript: Chris Sofield

(deactivated)-6157694557437952-5658874773979136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. I'm trying to, um, solve a little mystery. I was out on leave from my job, um, long enough to where- Okay. ... I had to enroll in COBRA. Okay. So I sent COBRA a few payments, um, recently, but I'm back at work. I've been back at work for the last two weeks. This is my third week right here. Okay. And I noticed that... I just got off the phone with 90 Degree Benefits and it's- Okay. ... saying that it's showing that my coverage is pending until November the 4th, but I think they already took a payment out of my check today. Okay. Is that for the 4th? Yes, that would be- Oh, 0008. What is missing me? I'm sorry. Um, yeah, so, uh, if you got your pay stub... If you got paid today and you saw the deduction today, um, if you re-enrolled into coverage through the actual insur- through the staffing company instead of through COBRA, then yes, no, it is... That is correct that it, that it's pending for November 4th, but let me pull your file up to make sure we're on the same page. But I haven't actually... Okay. Uh, what staffing company do you work with? Um, TRC. And the last four of your Social? 9928. All right, and your first and last name? Shannon Reed. Okay. Ms. Reed, could you verify your address and your date of birth for me? PS 3216 Southland Parkway, Alpharetta, Georgia 30022 1169. Thank you. Phone on file was- Mm-hmm. ... 678-508-5630. Is that correct? Mm-hmm. Yes. Okay. And- That's right. Yes, that is correct. We do show that you called us last week to reinstate the coverage, and it was advised that coverage would be active the following Monday after the first payroll deduction. If that first payroll deduction is this week, then yes, it would be next Monday, November 4th that it becomes active. I didn't know that I re-enrolled the last time I called. They... Last time I called, they told me I had to call 90 Degree Benefits. So you may- Okay. ... have been told to contact 90 Degree Benefits to, uh, regarding COBRA, but yeah, so we see that you- Oh, okay. ... called, uh, uh, in September, uh, September 19th, uh, to make a payment for COBRA, to make a payment for your COBRA benefits, and we had referred you to 90 Degree Benefits for that. Um... Right, right, right. And, and then last, last week on the 24th of October- Yeah. ... you called us stating you were back at work for TRC and you wanted to reinstate, and that's where you, that's where you was wrong on that information. Right. Right, I was supposed to call 90 Degree Benefits instead of Card and Benefits. So basically, Monday I'll be back just regularly covered through my job. Correct. So I won't have to worry about COBRA anymore? Correct. Okay, cool. All right. Well, that was simple. Thanks for clarifying- Okay. ... that. No problem. Anything else? No, that'll be all. All right. Thanks again for calling and have a wonderful day. Thank you. You as well. Bye-bye. You're welcome. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. I'm trying to, um, solve a little mystery. I was out on leave from my job, um, long enough to where-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I had to enroll in COBRA.

Speaker speaker_1: Okay.

Speaker speaker_2: So I sent COBRA a few payments, um, recently, but I'm back at work. I've been back at work for the last two weeks. This is my third week right here.

Speaker speaker_1: Okay.

Speaker speaker_2: And I noticed that... I just got off the phone with 90 Degree Benefits and it's-

Speaker speaker_1: Okay.

Speaker speaker_2: ... saying that it's showing that my coverage is pending until November the 4th, but I think they already took a payment out of my check today.

Speaker speaker_1: Okay.

Speaker speaker_2: Is that for the 4th?

Speaker speaker_1: Yes, that would be-

Speaker speaker_2: Oh, 0008. What is missing me? I'm sorry.

Speaker speaker_1: Um, yeah, so, uh, if you got your pay stub... If you got paid today and you saw the deduction today, um, if you re-enrolled into coverage through the actual insurer through the staffing company instead of through COBRA, then yes, no, it is... That is correct that it, that it's pending for November 4th, but let me pull your file up to make sure we're on the same page.

Speaker speaker_2: But I haven't actually... Okay.

Speaker speaker_1: Uh, what staffing company do you work with?

Speaker speaker_2: Um, TRC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9928.

Speaker speaker_1: All right, and your first and last name?

Speaker speaker_2: Shannon Reed.

Speaker speaker_1: Okay. Ms. Reed, could you verify your address and your date of birth for me?

Speaker speaker_2: PS 3216 Southland Parkway, Alpharetta, Georgia 30022 1169.

Speaker speaker_1: Thank you. Phone on file was-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 678-508-5630. Is that correct?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: Okay. And-

Speaker speaker_2: That's right.

Speaker speaker_1: Yes, that is correct. We do show that you called us last week to reinstate the coverage, and it was advised that coverage would be active the following Monday after the first payroll deduction. If that first payroll deduction is this week, then yes, it would be next Monday, November 4th that it becomes active.

Speaker speaker_2: I didn't know that I re-enrolled the last time I called. They... Last time I called, they told me I had to call 90 Degree Benefits.

Speaker speaker_1: So you may-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have been told to contact 90 Degree Benefits to, uh, regarding COBRA, but yeah, so we see that you-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... called, uh, uh, in September, uh, September 19th, uh, to make a payment for COBRA, to make a payment for your COBRA benefits, and we had referred you to 90 Degree Benefits for that. Um...

Speaker speaker_2: Right, right, right.

Speaker speaker_1: And, and then last, last week on the 24th of October-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you called us stating you were back at work for TRC and you wanted to reinstate, and that's where you, that's where you was wrong on that information.

Speaker speaker_2: Right. Right, I was supposed to call 90 Degree Benefits instead of Card and Benefits. So basically, Monday I'll be back just regularly covered through my job.

Speaker speaker_1: Correct.

Speaker speaker_2: So I won't have to worry about COBRA anymore?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay, cool. All right. Well, that was simple. Thanks for clarifying-

Speaker speaker_1: Okay.

Speaker speaker_2: ... that.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Thank you. You as well. Bye-bye.

Speaker speaker_1: You're welcome. Bye now.