

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hello. My name is Rupal Patel, and I am calling ... I have a message today for ... That's why I call you. Okay, yeah. So we are the plan administrator for health insurance benefits for staffing companies. Um, do you work with a staffing company? Yeah. Okay. What staffing company do you work with? One second, I forget to ... See. Um, I work for Leblaza, um, ... One second. Yeah, I did ... Safe, uh, Safe Staffing. Safe Staffing? Yeah. Uh, one moment. S-I-T-T, Safe Staffing. S-I-T- Site Staffing, okay. Yeah, Site Staffing. Okay, one moment. Okay, and was the, uh, was message that you received talking about like, you just being eligible as a new hire? No, I have a just message today and three weeks off, that's why I have message for a new call for benefits, that's why I call you. That's it ... Okay. ... that ... Okay, let me pull up your file and see w-, uh, see what's going on. What's the last four of your Social? 8661. Okay. Ms. Patel, could you verify your address and your date of birth for me? Uh, 1727 North Sunny Flats Drive. My birthday is March 5, 1972. Okay, and the rest of the address? I need the city, state and zip code as well. Oh, uh, my racing and zip code is 53453, like that. Forget two, one second, okay? Sorry. I give you my address for you. Let's see, 50-53406 Wisconsin. Okay, thank you. All right. No problem. One moment. All right, and then we have a phone number on file of 262-9027- 7270. Is that correct? Yes. All right. Um, okay, so I'm showing that it looks like you're, you're enrollment, you are currently enrolled. Okay, it, was it talking about a lapse in coverage? The text message that you received? Oh, uh, yeah. Okay, so that just means that, um, we didn't record any sort of deduction come out of any sort of paycheck last week, so your insurance is not- Oh. ... active this week. Um, that's all that means. Oh. It's just letting you know that your insurance isn't usable right now, um, and it's- Oh. ... offering you the option of if you wish to do so, you can make a payment out of pocket for the insurance premium. Oh, oh, okay, okay. No problem. Okay. All right. Were you- I just wanted to make sure you told. No problem. Were you looking to make that payment then today? Um, what payment? Uh, for your insurance premiums. It was, it didn't come out of your check last week, so if you want to use the insurance- No, I'm- ... this is ... No, no. I'm not work last three weeks. I just started, uh, first December. Second December, I just start. I off, uh, November 9 to 29. I just come back on December 2nd, back to work. Oh, okay. All right then. So, we, yeah, we just wanted... That's all that text message was, was doing, was just letting you know that your coverage isn't active this week, probably d- because of that gap. But if you're back at work again- Okay. ... and you've, and you're started, you should see those deductions coming out of your checks again, it should just reactivate once you see that deduction, okay? Oh, okay. Thank you. Yeah. Thank you. No problem. It's, you're welcome. Thank you for calling and have a good day. You too. Bye. Thank you. You're welcome. Bye now. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hello. My name is Rupal Patel, and I am calling ... I have a message today for ... That's why I call you.

Speaker speaker_1: Okay, yeah. So we are the plan administrator for health insurance benefits for staffing companies. Um, do you work with a staffing company?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: One second, I forget to ... See. Um, I work for Leblaza, um, ... One second. Yeah, I did ... Safe, uh, Safe Staffing.

Speaker speaker_1: Safe Staffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, one moment.

Speaker speaker_2: S-I-T-T, Safe Staffing.

Speaker speaker_1: S-I-T- Site Staffing, okay.

Speaker speaker_2: Yeah, Site Staffing.

Speaker speaker_1: Okay, one moment. Okay, and was the, uh, was message that you received talking about like, you just being eligible as a new hire?

Speaker speaker_2: No, I have a just message today and three weeks off, that's why I have message for a new call for benefits, that's why I call you. That's it ...

Speaker speaker_1: Okay.

Speaker speaker_2: ... that ...

Speaker speaker_1: Okay, let me pull up your file and see w-, uh, see what's going on. What's the last four of your Social?

Speaker speaker_2: 8661.

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

Speaker speaker_2: Uh, 1727 North Sunny Flats Drive. My birthday is March 5, 1972.

Speaker speaker_1: Okay, and the rest of the address? I need the city, state and zip code as well.

Speaker speaker_2: Oh, uh, my racing and zip code is 53453, like that. Forget two, one second, okay? Sorry. I give you my address for you. Let's see, 50-53406 Wisconsin.

Speaker speaker_1: Okay, thank you. All right.

Speaker speaker_2: No problem.

Speaker speaker_1: One moment. All right, and then we have a phone number on file of 262-9027- 7270. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Um, okay, so I'm showing that it looks like you're, you're enrollment, you are currently enrolled. Okay, it, was it talking about a lapse in coverage? The text message that you received?

Speaker speaker_2: Oh, uh, yeah.

Speaker speaker_1: Okay, so that just means that, um, we didn't record any sort of deduction come out of any sort of paycheck last week, so your insurance is not-

Speaker speaker_2: Oh.

Speaker speaker_1: ... active this week. Um, that's all that means.

Speaker speaker_2: Oh.

Speaker speaker_1: It's just letting you know that your insurance isn't usable right now, um, and it's-

Speaker speaker_2: Oh.

Speaker speaker_1: ... offering you the option of if you wish to do so, you can make a payment out of pocket for the insurance premium.

Speaker speaker_2: Oh, oh, okay, okay. No problem.

Speaker speaker_1: Okay. All right. Were you-

Speaker speaker_2: I just wanted to make sure you told.

Speaker speaker_1: No problem. Were you looking to make that payment then today?

Speaker speaker_2: Um, what payment?

Speaker speaker_1: Uh, for your insurance premiums. It was, it didn't come out of your check last week, so if you want to use the insurance-

Speaker speaker_2: No, I'm-

Speaker speaker_1: ... this is ...

Speaker speaker_2: No, no. I'm not work last three weeks. I just started, uh, first December. Second December, I just start. I off, uh, November 9 to 29. I just come back on December 2nd, back to work.

Speaker speaker_1: Oh, okay. All right then. So, we, yeah, we just wanted... That's all that text message was, was doing, was just letting you know that your coverage isn't active this week, probably d- because of that gap. But if you're back at work again-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and you've, and you're started, you should see those deductions coming out of your checks again, it should just reactivate once you see that deduction, okay?

Speaker speaker_2: Oh, okay. Thank you. Yeah. Thank you.

Speaker speaker_1: No problem. It's, you're welcome. Thank you for calling and have a good day.

Speaker speaker_2: You too. Bye. Thank you.

Speaker speaker_1: You're welcome. Bye now.

Speaker speaker_2: Bye.