

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 in a Card, this is Chris. How can I help you today? Um, I received a message about enrolling in benefits. Um, what's, what's the, what, what is the carrier? Benefits in a Card? Uh, Benefits in a Card, we're just the enrollment admin for the staffing company. We're not the actual insurance company itself. Um, depending on the plan selected, um, and the type of coverage, uh, as far as medical, it could be either, um, 90 Degree Benefits or American Public Life. Uh, dental is through American Public Life and vision is through MetLife, um, and then there are other po-, there are other, like, additional benefits available. Um... But the medical is through what, again? I'm sorry. Uh, medical is either, depending on the plan you select, uh, 90 Degree Benefits or American Public Life. Oh my. Okay. All right. So, what do I need to do? Uh, if you wish to enroll, um, did, uh, did you already have an idea of what kind of insurance you wanted? I need What was that? ... information on what was available? Um, uh, from what I could... when I talked to my recruiter, they told me that she... I asked her about enrollment and she said that she would do that, and I thought I had filled it out already but apparently I didn't. Uh... It doesn't show on your system? Let... Well, okay, I'll have to pull... I'll have to see if we have a file for you. Um, what's, what staffing company is this for? ATC. And the last four of your Social? 4337. All right. Your first and last name? Andrew Charleston. Thank you. Mr. Charleston, could you verify your address and your date of birth? 6049 North Francisco, um, um, Drive, or Avenue, Chicago, Illinois, 60659. And what is... what's the other question? Uh, your date of birth. 3585. Thank you. Phone on file of 946... Sorry, 546-1590? Yes. Okay. And then let's see here. No, it does look like we've, uh... Okay, yeah. It does look like your enrollment was submitted online through the, uh, online portal. Um, that, uh, looks like it was for medical, dental, behavioral health and FreeRx, um, for prescription coverage. So, your medical is gonna be through American Public Life, same as your dental. Um, that is processed and fully, fully on system. At this moment what we're waiting on is for the deductions to start, which is handled by APC. Uh, once that happens, the policy should become effective the following Monday, and you should be getting ID cards about a week or two after that. How long does it take for the d- deductions to start? Because I told her that I wanted it... I wanted to start immediately. I've been waiting for insurance. Um, so how long is that? That's up to APC because it's handled through payroll, which we're not a part of and we're not affiliated with. Okay. So, do you all contact them or do I need to contact them? Because you were contacting me regarding it, so, um, do you contact them or do I? So, the, the contact that you received, was it just a, a, a text message advising that you were eligible for benefits, or...? Yeah, it was a text message..... Because that's, that's... .. very..... just an automated message. No one physically sent that to you, and that goes out regardless of enrollment status. Oh. That's... If you, if you're... if you're a new

hire. That's, that's where the confusion lies. You know, when you enroll and then you get something like that. Um, it says, "You have 30 days to enroll," um, um, uh, "from your first paycheck." But... Yeah, so... Yeah. So, um, that's... Like I said, that's just a... that's just an automated message that goes out to every new hire for APC regardless of, of if you've already submitted an enrollment or not. Mm-hmm. Um, but whereas you stand, uh, we are, we are currently waiting for APC to start those deductions. All right. Well, sounds good. Thank you for your help. No problem. Anything else? Nope. That's it. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. 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 in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, I received a message about enrolling in benefits. Um, what's, what's the, what, what is the carrier? Benefits in a Card?

Speaker speaker_1: Uh, Benefits in a Card, we're just the enrollment admin for the staffing company. We're not the actual insurance company itself. Um, depending on the plan selected, um, and the type of coverage, uh, as far as medical, it could be either, um, 90 Degree Benefits or American Public Life. Uh, dental is through American Public Life and vision is through MetLife, um, and then there are other po-, there are other, like, additional benefits available. Um...

Speaker speaker_2: But the medical is through what, again? I'm sorry.

Speaker speaker_1: Uh, medical is either, depending on the plan you select, uh, 90 Degree Benefits or American Public Life.

Speaker speaker_2: Oh my. Okay. All right. So, what do I need to do?

Speaker speaker_1: Uh, if you wish to enroll, um, did, uh, did you already have an idea of what kind of insurance you wanted?

Speaker speaker_2: I need

Speaker speaker_3: What was that?

Speaker speaker_1: ... information on what was available?

Speaker speaker_2: Um, uh, from what I could... when I talked to my recruiter, they told me that she... I asked her about enrollment and she said that she would do that, and I thought I had filled it out already but apparently I didn't.

Speaker speaker_1: Uh...

Speaker speaker_2: It doesn't show on your system?

Speaker speaker_1: Let... Well, okay, I'll have to pull... I'll have to see if we have a file for you. Um, what's, what staffing company is this for?

Speaker speaker_2: ATC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4337.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Andrew Charleston.

Speaker speaker_1: Thank you. Mr. Charleston, could you verify your address and your date of birth?

Speaker speaker_2: 6049 North Francisco, um, um, Drive, or Avenue, Chicago, Illinois, 60659. And what is... what's the other question?

Speaker speaker_1: Uh, your date of birth.

Speaker speaker_2: 3585.

Speaker speaker_1: Thank you. Phone on file of 946... Sorry, 546-1590?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then let's see here. No, it does look like we've, uh... Okay, yeah. It does look like your enrollment was submitted online through the, uh, online portal. Um, that, uh, looks like it was for medical, dental, behavioral health and FreeRx, um, for prescription coverage. So, your medical is gonna be through American Public Life, same as your dental. Um, that is processed and fully, fully on system. At this moment what we're waiting on is for the deductions to start, which is handled by APC. Uh, once that happens, the policy should become effective the following Monday, and you should be getting ID cards about a week or two after that.

Speaker speaker_2: How long does it take for the d- deductions to start? Because I told her that I wanted it... I wanted to start immediately. I've been waiting for insurance. Um, so how long is that?

Speaker speaker_1: That's up to APC because it's handled through payroll, which we're not a part of and we're not affiliated with.

Speaker speaker_2: Okay. So, do you all contact them or do I need to contact them? Because you were contacting me regarding it, so, um, do you contact them or do I?

Speaker speaker_1: So, the, the contact that you received, was it just a, a, a text message advising that you were eligible for benefits, or...?

Speaker speaker_2: Yeah, it was a text message.....

Speaker speaker_1: Because that's, that's...

Speaker speaker_2: ... very.....

Speaker speaker_1: just an automated message. No one physically sent that to you, and that goes out regardless of enrollment status.

Speaker speaker_2: Oh. That's...

Speaker speaker_1: If you, if you're... if you're a new hire.

Speaker speaker_2: That's, that's where the confusion lies. You know, when you enroll and then you get something like that. Um, it says, "You have 30 days to enroll," um, um, uh, "from your first paycheck." But...

Speaker speaker_1: Yeah, so... Yeah. So, um, that's... Like I said, that's just a... that's just an automated message that goes out to every new hire for APC regardless of, of if you've already submitted an enrollment or not.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but whereas you stand, uh, we are, we are currently waiting for APC to start those deductions.

Speaker speaker_2: All right. Well, sounds good. Thank you for your help.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: Nope. That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.