

## 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? Uh, this is, uh, BIC, uh, Partners Personnel? Uh... Uh, yeah, this... Yeah, this is Benefits in a Card. We're the plan administrator for the health insurance for Partners Personnel. Okay. Uh, I just wanted to call 'cause, uh, I got... I received this message, uh, last week, but I haven't, I haven't called you guys till right now, and I just wanna verify the, uh, the info for the, uh, how to enroll to the bene- the benefits for that paycheck that I received, uh, couple weeks ago. Okay. Are you talking about, um... 'Cause this is for health insurance benefits. Are those, are those the benefits that you're trying to enroll into? Well, I actually, I actually, um, was gonna ask you about that. So how does that work? Is this, is this for, uh, for health, for health benefits, or... Yes, sir. Like medical, dental, vision. Yeah, health insurance benefits. Oh. If you're looking for other types of benefits- What about ? Sorry, go ahead. Because I have another question, 'cause, uh, I, I already, uh, have, um... 'Cause I, I have benefits off my career, uh, 'cause I'm a... I work... I'm a craft laborer and, um, I already get benefits off of that. But is that, is that equivalent, or... I wouldn't know- ... how did that work? ... because I wouldn't know the benefits that you're currently enrolled into. Um, I can tell- All right. ... like, the only thing I can really tell you is that this is going to be a... like, as far as medical goes, it's a limited benefit plan. Um, it'll cover, like, some- Okay. It'll cover up to a certain dollar amount on the bill, but it will not cover, like, a majority of the bill. Um... Yeah. The... But, uh, yeah, it's... But that's, that's all this is for. This is for, like, medical, dental, vision, or anything like that. If you're looking for any other types of benefits, you'll need to get in contact with Partners. Oh, okay. Okay. Um, is there any way you could verify to see if, if, if, if I have benefits for my career? Or how, how do I check for that? Benefits for your career? What do you mean, sir? Yeah. Yeah, like, uh, 'cause they told me that, uh, my career, that, uh, I get dental, uh, uh, eye, eye prescription and glasses. Uh, stuff like- Yeah. ... that Health Benefits is. Yeah. Okay. So you're... so you need to verify to see if you have those health insurance benefits through Partners Personnel? Uh, yeah. Because this is only through Partners Personnel. Oh, oh, d- If it's through any other job, then... Yeah. Oh, also, if it- if it's from a different, uh, job, then I have to, I have to verify the info on that, huh? Correct. Or... Oh, okay. Okay. And, um, is it 'cause... I only worked from Partners personnel for, like, two weeks, but then, um, yeah, they, they told me that they have no more work after that. So, like, I wanted to, I wanted to ask, um... How was I gonna say? Um, those, those two paychecks that I received from Partners Personnel, um, it, it would be, it would be pointless to, uh, to enroll, huh? On the, on the, on the... 'Cause it's only two checks. Uh- That would be up to you to decide, sir. I can't decide that for you. Oh, but, but, but it will, it will, like, pretty much help out, like, a partial percentage, huh? Like, for, like, the- Th- ... third- As long as you're working through Partners. If you're, if you're working through Partners, then you're eligible for these

benefits, because they deduct out of the paychecks from Partners. If you're not working through them, and you're not- Anymore. Yeah. Yeah. Yeah. I'm not working... I, I'm not working anymore for them. That's why I, I... Okay then. Yeah. It- I'm asking you. Yeah. It wouldn't... I mean- It'd be- You, you wouldn't- It'd be pointless, huh? If, if... Yeah. If you're not seeing any deductions from Part- from any sort of paychecks from Partners Personnel, then yeah, no, it's, it's... Like, if you're not getting any paychecks from them, there's no... 'Cause this- Okay. That's what this is for. This is for you being a temp through Partners. If you're not a temp through Partners, you're no longer eligible. Oh, okay. Okay. Yeah. But if I ever do get a job again from them and I'm consistently working, right, at a secure job, then, then I could, uh, ask for the benefits, huh? On that, huh? Yeah. Then you, then you could, then you could call- Yeah. ... in at that point and we can, and we can, uh, verify your eligibility at that time. Oh, okay. Okay. I, I didn't know how it worked, man. I really appreciate it. Thank you. No problem. Thanks for calling and have a good day. Yeah. You too, bud. Bye-bye. 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: Uh, this is, uh, BIC, uh, Partners Personnel? Uh...

Speaker speaker\_1: Uh, yeah, this... Yeah, this is Benefits in a Card. We're the plan administrator for the health insurance for Partners Personnel.

Speaker speaker\_2: Okay. Uh, I just wanted to call 'cause, uh, I got... I received this message, uh, last week, but I haven't, I haven't called you guys till right now, and I just wanna verify the, uh, the info for the, uh, how to enroll to the bene- the benefits for that paycheck that I received, uh, couple weeks ago.

Speaker speaker\_1: Okay. Are you talking about, um... 'Cause this is for health insurance benefits. Are those, are those the benefits that you're trying to enroll into?

Speaker speaker\_2: Well, I actually, I actually, um, was gonna ask you about that. So how does that work? Is this, is this for, uh, for health, for health benefits, or...

Speaker speaker\_1: Yes, sir. Like medical, dental, vision. Yeah, health insurance benefits.

Speaker speaker\_2: Oh.

Speaker speaker\_1: If you're looking for other types of benefits-

Speaker speaker\_2: What about ?

Speaker speaker\_1: Sorry, go ahead.

Speaker speaker\_2: Because I have another question, 'cause, uh, I, I already, uh, have, um... 'Cause I, I have benefits off my career, uh, 'cause I'm a... I work... I'm a craft laborer and, um, I

already get benefits off of that. But is that, is that equivalent, or...

Speaker speaker\_1: I wouldn't know-

Speaker speaker\_2: ... how did that work?

Speaker speaker\_1: ... because I wouldn't know the benefits that you're currently enrolled into. Um, I can tell-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... like, the only thing I can really tell you is that this is going to be a... like, as far as medical goes, it's a limited benefit plan. Um, it'll cover, like, some-

Speaker speaker\_2: Okay.

Speaker speaker\_1: It'll cover up to a certain dollar amount on the bill, but it will not cover, like, a majority of the bill. Um...

Speaker speaker\_2: Yeah.

Speaker speaker\_1: The... But, uh, yeah, it's... But that's, that's all this is for. This is for, like, medical, dental, vision, or anything like that. If you're looking for any other types of benefits, you'll need to get in contact with Partners.

Speaker speaker\_2: Oh, okay. Okay. Um, is there any way you could verify to see if, if, if, if I have benefits for my career? Or how, how do I check for that?

Speaker speaker\_1: Benefits for your career? What do you mean, sir?

Speaker speaker\_2: Yeah. Yeah, like, uh, 'cause they told me that, uh, my career, that, uh, I get dental, uh, uh, eye, eye prescription and glasses. Uh, stuff like-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... that Health Benefits is. Yeah.

Speaker speaker\_1: Okay. So you're... so you need to verify to see if you have those health insurance benefits through Partners Personnel?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: Because this is only through Partners Personnel.

Speaker speaker\_2: Oh, oh, d-

Speaker speaker\_1: If it's through any other job, then... Yeah.

Speaker speaker\_2: Oh, also, if it- if it's from a different, uh, job, then I have to, I have to verify the info on that, huh?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Or... Oh, okay. Okay. And, um, is it 'cause... I only worked from Partners personnel for, like, two weeks, but then, um, yeah, they, they told me that they have no more work after that. So, like, I wanted to, I wanted to ask, um... How was I gonna say? Um, those, those two paychecks that I received from Partners Personnel, um, it, it would be, it would be pointless to, uh, to enroll, huh? On the, on the, on the... 'Cause it's only two checks. Uh-

Speaker speaker\_1: That would be up to you to decide, sir. I can't decide that for you.

Speaker speaker\_2: Oh, but, but, but it will, it will, like, pretty much help out, like, a partial percentage, huh? Like, for, like, the-

Speaker speaker\_1: Th-

Speaker speaker\_2: ... third-

Speaker speaker\_1: As long as you're working through Partners. If you're, if you're working through Partners, then you're eligible for these benefits, because they deduct out of the paychecks from Partners. If you're not working through them, and you're not-

Speaker speaker\_2: Anymore. Yeah.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yeah. I'm not working... I, I'm not working anymore for them. That's why I, I...

Speaker speaker\_1: Okay then. Yeah. It-

Speaker speaker\_2: I'm asking you.

Speaker speaker\_1: Yeah. It wouldn't... I mean-

Speaker speaker\_2: It'd be-

Speaker speaker\_1: You, you wouldn't-

Speaker speaker\_2: It'd be pointless, huh?

Speaker speaker\_1: If, if... Yeah. If you're not seeing any deductions from Part- from any sort of paychecks from Partners Personnel, then yeah, no, it's, it's... Like, if you're not getting any paychecks from them, there's no... 'Cause this-

Speaker speaker\_2: Okay.

Speaker speaker\_1: That's what this is for. This is for you being a temp through Partners. If you're not a temp through Partners, you're no longer eligible.

Speaker speaker\_2: Oh, okay. Okay. Yeah. But if I ever do get a job again from them and I'm consistently working, right, at a secure job, then, then I could, uh, ask for the benefits, huh? On that, huh?

Speaker speaker\_1: Yeah. Then you, then you could, then you could call-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... in at that point and we can, and we can, uh, verify your eligibility at that time.

Speaker speaker\_2: Oh, okay. Okay. I, I didn't know how it worked, man. I really appreciate it. Thank you.

Speaker speaker\_1: No problem. Thanks for calling and have a good day.

Speaker speaker\_2: Yeah. You too, bud. Bye-bye.

Speaker speaker\_1: Bye now.