

Transcript: Estefania

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Full Transcript

Thank... "Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?" Um, I was actually calling because my employer, um, just emailed me earlier about, um, like the health benefits that I could possibly enroll in. And, um, what my question was, is, because I have children, am I able to, like enroll and get them on there or no? It's just for myself. Yes, so you're allowed to add... Um, there's different levels to choose from. There's employee only. Mm-hmm. There's employee and spouse. There's employee and children. And then there's your family plan which would be yourself, your children and your spouse. Mm-hmm. So there is... Um, as long as you're still within your open enrollment, you're allowed to do those changes. Mm-hmm. If you're outside, you would have to wait for the next company open enrollment. So if you want, I can check your file to see if you're within your enrollment period. Yeah, 'cause I wanna know like how much would... Well, I guess my next question is first, is, because what I'm interested in, because the, m- me and my kids right now, we have health insurance through- Mm-hmm. ... you know, state of Michigan. Oh. But it does not... They, I have two children that need braces, like really bad and- Oh. ... nobody will cover it because they cov- they consider it cosmetic. So- Well- ... if I, if like- ... I was gonna tell you that these are limited plans. I'm not sure if braces- Mm-hmm. ... is something that these plans are gonna cover if I'm honest 'cause typically the ma-, uh, well it depends on the staffing agency but usually the highest that I have seen for the annual maximum for your dental plan is like \$500. But I could be wrong- Oh. ... 'cause every staffing agency is different so I would have to get in your staffing agency's file specifically to see- Oh. ... but the highest that I have seen is \$500. So I don't think that's gonna be a thing. Yeah, I mean, is there a way that you can adjust for me? But I can try. Yes. All right, and what's the name of the staffing agency? Cornerstone Staffing Solutions. Okay, well you hang up. I'll be right there. Okay, let's see. And what is the last four of your Social? 6012. You were kind of breaking up a little bit. You said 6012? 6012? Yep. Okay. Ooh, how long have you been with them? Um, it was a year in April. Okay, I believe... I s- I still don't see you in our system 'cause they haven't completely rolled over to us yet. Let me verify though. Give me one second, let me... Okay. ... 'cause I know there is a... Um, company... Give me one second, let me put you on a brief hold. Okay. We did the FOLBO order and then another order Okay, so it looks like they haven't completely transitioned over. If you want, I can check to see if you're in our system, um, but- Okay. ... I don't know if you would feel comfortable providing your full social over the phone. It's your option though. Um, yeah, I'll just... I don't know, I'll call back. Like how long do you think I should give them to see? I would call back- Yeah, I'll be back with you. ... Monday because I believe we're gonna get new files from that staffing agency over on Monday. Mm-hmm. Um, I can't guarantee- Okay. ... that we're gonna actually- Okay. ... get your file though, but- Okay. You can try to call back Monday 'cause right now, since they haven't completely rolled over, I

can't really give you any information 'cause we don't have that information yet- Right. ... as well. Okay. And when, like I said with the dental plan, it depends, d- depending on your staffing agency, what the maximum is. So hopefully for them, it's a little bit higher than just \$500 but normally I know what I can do- Yeah, I hope. ... but like I said, it just depends on the staffing agency. So I would call back Monday- Yeah. ... to see if we have your file. They're gonna ask you the same thing I told you, the name of this agency and then the last four, and then they, they see your file, um, then they'll take it from there, but if they don't, then they're gonna tell you to continue calling- Okay. ... until you get it right. All right, well thank you. You're welcome. I hope you have a great day. You too, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank... "Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?"

Speaker speaker_1: Um, I was actually calling because my employer, um, just emailed me earlier about, um, like the health benefits that I could possibly enroll in. And, um, what my question was, is, because I have children, am I able to, like enroll and get them on there or no? It's just for myself.

Speaker speaker_0: Yes, so you're allowed to add... Um, there's different levels to choose from. There's employee only.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: There's employee and spouse. There's employee and children. And then there's your family plan which would be yourself, your children and your spouse.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So there is... Um, as long as you're still within your open enrollment, you're allowed to do those changes.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you're outside, you would have to wait for the next company open enrollment. So if you want, I can check your file to see if you're within your enrollment period.

Speaker speaker_1: Yeah, 'cause I wanna know like how much would... Well, I guess my next question is first, is, because what I'm interested in, because the, m- me and my kids right now, we have health insurance through-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... you know, state of Michigan.

Speaker speaker_0: Oh.

Speaker speaker_1: But it does not... They, I have two children that need braces, like really bad and-

Speaker speaker_0: Oh.

Speaker speaker_1: ... nobody will cover it because they cov- they consider it cosmetic. So-

Speaker speaker_0: Well-

Speaker speaker_1: ... if I, if like-

Speaker speaker_0: ... I was gonna tell you that these are limited plans. I'm not sure if braces-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is something that these plans are gonna cover if I'm honest 'cause typically the ma-, uh, well it depends on the staffing agency but usually the highest that I have seen for the annual maximum for your dental plan is like \$500. But I could be wrong-

Speaker speaker_1: Oh.

Speaker speaker_0: ... 'cause every staffing agency is different so I would have to get in your staffing agency's file specifically to see-

Speaker speaker_1: Oh.

Speaker speaker_0: ... but the highest that I have seen is \$500. So I don't think that's gonna be a thing.

Speaker speaker_1: Yeah, I mean, is there a way that you can adjust for me?

Speaker speaker_0: But I can try. Yes. All right, and what's the name of the staffing agency?

Speaker speaker_1: Cornerstone Staffing Solutions.

Speaker speaker_2: Okay, well you hang up. I'll be right there.

Speaker speaker_0: Okay, let's see. And what is the last four of your Social?

Speaker speaker_1: 6012.

Speaker speaker_0: You were kind of breaking up a little bit. You said 6012? 6012?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Ooh, how long have you been with them?

Speaker speaker_1: Um, it was a year in April.

Speaker speaker_0: Okay, I believe... I s- I still don't see you in our system 'cause they haven't completely rolled over to us yet. Let me verify though. Give me one second, let me...

Speaker speaker_1: Okay.

Speaker speaker_0: ... 'cause I know there is a... Um, company... Give me one second, let me put you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: We did the FOLBO order and then another order Okay, so it looks like they haven't completely transitioned over. If you want, I can check to see if you're in our system, um, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I don't know if you would feel comfortable providing your full social over the phone. It's your option though.

Speaker speaker_1: Um, yeah, I'll just... I don't know, I'll call back. Like how long do you think I should give them to see?

Speaker speaker_0: I would call back-

Speaker speaker_1: Yeah, I'll be back with you.

Speaker speaker_0: ... Monday because I believe we're gonna get new files from that staffing agency over on Monday.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, I can't guarantee-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that we're gonna actually-

Speaker speaker_1: Okay.

Speaker speaker_0: ... get your file though, but-

Speaker speaker_1: Okay.

Speaker speaker_0: You can try to call back Monday 'cause right now, since they haven't completely rolled over, I can't really give you any information 'cause we don't have that information yet-

Speaker speaker_1: Right.

Speaker speaker_0: ... as well.

Speaker speaker_1: Okay.

Speaker speaker_0: And when, like I said with the dental plan, it depends, d- depending on your staffing agency, what the maximum is. So hopefully for them, it's a little bit higher than just \$500 but normally I know what I can do-

Speaker speaker_1: Yeah, I hope.

Speaker speaker_0: ... but like I said, it just depends on the staffing agency. So I would call back Monday-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to see if we have your file. They're gonna ask you the same thing I told you, the name of this agency and then the last four, and then they, they see your file, um, then they'll take it from there, but if they don't, then they're gonna tell you to continue calling-

Speaker speaker_1: Okay.

Speaker speaker_0: ... until you get it right.

Speaker speaker_1: All right, well thank you.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You too, bye-bye.

Speaker speaker_0: Bye.