

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. Stephanie, my name is Ralph Nannis. I applied for my family for, uh, Benefits in a Card for their health insurance and I want to see the status because I just received the vision card. Mm-hmm. But I didn't receive the health and, uh, the den- the dental, dentist card. Okay, yeah. So can you check for me? Yes. What staffing agency are you with? Noor, N- O- O- R. And then the last four of your Social? 7797. And your first and last name, please. You said Ralph, right? Na- Nannis, last name. N- A- N- N- I- S. And can you please verify your address and date of birth? Yeah. 2620 Usel Street, Supreme Valley, California, 91977. And date of birth is 03/27/1965. Then I have 526-240-9556 as your phone number. Hmm. Is that correct? Yes, that's correct. Yeah. Okay, let's see. Okay, let me look over your plans real quick. And you said you d- you only got your vision, right? Yes. Just for me and my wife. It's supposed to be like three of us. My son as well. Yeah, so I did see that you h- you did change your coverage level from employee and spouse to your family. Mm-hmm. Mm-hmm. Um, however, when it comes to your family plan, that's still not active. So y- um, it looks like... Well, so once you see the th- the first deduction of the \$102.41, the following Monday of that new deduction is when i- that new coverage goes into effect. Once you see that new deduction of the 102.41, the following Monday, that first week or second week, that's when you get your new cards 'cause you're gonna get a new dental card and you're also gonna get a new vision card since you changed the coverage from employee and spouse to employee plus family. So you're gonna be getting new cards pretty soon. Um, I did wanna let you know that for this current week, your coverage isn't active. They were supposed to- It's inactive? Yeah. Inactive or active? Inactive. So it's not active for this week. So it looks like they- Okay. ... didn't make a deduction and I'm not sure if it was because you made those changes and they still haven't done that. Um, but for this week, your coverage isn't active. Once you do see the first deduction of the 102.41, like I said, the following Monday's when your, that new coverage level goes into effect. And by that first or second week, you should be getting your new dental card and your new vision card. And when it comes to fir- to your Elite Pro, that card is a card that you actually have to request if you want a physical one. Um, so I wouldn't request it until your family goes into effect 'cause we're honestly not allowed to request them, um, until everyone has one. I understand, but this is about like three weeks now when I did the change. Yeah, so that's the reason- Like two weeks or three weeks. ... unfortunately, we don't have any access to their payrolls. We don't work with Nora Staffing. We only administrate their benefits. So it really depends on Nora and when they do the new deduction from your paycheck. So I would honestly talk to them and ask when they're thinking about doing the new deduction of the 102 'cause for you to become active with your family, they have to do that new deduction out of your paycheck. And then the following Monday, the new coverage level

goes into effect. So, they- they have to do that deduction from your paycheck. I would talk to your staffing agency and ask when they're thinking about doing that new deduction. Because until they do that new deduction, your- that new coverage level won't go into effect. Yeah, I just got that payroll Nora sent it to me. Mm-hmm. And I don't see the 100 still active. Yeah, so I would ask them because until they do that first deduction from your paycheck, like I said, once they do the first deduction of the 102.41, the following Monday is when the new coverage level with your family goes into effect. Because at the- Okay, what's the number? Hmm? What's the number? Sorry. How much? One? Of what number? I don't have Nora's phone numbers. No, sorry, the m- the- the 100. Like, how much the deduction? \$160? Sorry. Um, it's the- the- the new deduction that you're supposed to be seeing is \$102.41. That's for- that's the new coverage deduction that includes your family. Okay. So 102.41 is what you're supposed to see deducted out of your check. So for example, um, if they pay you, let's say, for example, on Friday, and you see that they deduct it that Friday, that means that the following Monday, your plan's gonna be active. But it really depends on Nora and when they do that deduction. It typically takes- Okay. ... one or two weeks. But in some cases, I have seen it be a little bit longer. So I would just ask. Okay. I would ask them if I was you. Okay. So s- I will, I will call them. Thank you so much. Mm-hmm. Appreciate it. You're welcome. Thank you. Bye-bye. Have a nice day. Bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello, Stephanie. Stephanie, my name is Ralph Nannis. I applied for my family for, uh, Benefits in a Card for their health insurance and I want to see the status because I just received the vision card.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I didn't receive the health and, uh, the den- the dental, dentist card.

Speaker speaker_0: Okay, yeah.

Speaker speaker_1: So can you check for me?

Speaker speaker_0: Yes. What staffing agency are you with?

Speaker speaker_1: Noor, N- O- O- R.

Speaker speaker_0: And then the last four of your Social?

Speaker speaker_1: 7797.

Speaker speaker_0: And your first and last name, please. You said Ralph, right?

Speaker speaker_1: Na- Nannis, last name. N- A- N- N- I- S.

Speaker speaker_0: And can you please verify your address and date of birth?

Speaker speaker_1: Yeah. 2620 Usel Street, Supreme Valley, California, 91977. And date of birth is 03/27/1965.

Speaker speaker_0: Then I have 526-240-9556 as your phone number.

Speaker speaker_1: Hmm.

Speaker speaker_0: Is that correct?

Speaker speaker_1: Yes, that's correct. Yeah.

Speaker speaker_0: Okay, let's see. Okay, let me look over your plans real quick. And you said you d- you only got your vision, right?

Speaker speaker_1: Yes. Just for me and my wife. It's supposed to be like three of us. My son as well.

Speaker speaker_0: Yeah, so I did see that you h- you did change your coverage level from employee and spouse to your family.

Speaker speaker_1: Mm-hmm. Mm-hmm.

Speaker speaker_0: Um, however, when it comes to your family plan, that's still not active. So y- um, it looks like... Well, so once you see the th- the first deduction of the \$102.41, the following Monday of that new deduction is when i- that new coverage goes into effect. Once you see that new deduction of the 102.41, the following Monday, that first week or second week, that's when you get your new cards 'cause you're gonna get a new dental card and you're also gonna get a new vision card since you changed the coverage from employee and spouse to employee plus family. So you're gonna be getting new cards pretty soon. Um, I did wanna let you know that for this current week, your coverage isn't active. They were supposed to-

Speaker speaker_1: It's inactive?

Speaker speaker_0: Yeah.

Speaker speaker_1: Inactive or active?

Speaker speaker_0: Inactive. So it's not active for this week. So it looks like they-

Speaker speaker_1: Okay.

Speaker speaker_0: ... didn't make a deduction and I'm not sure if it was because you made those changes and they still haven't done that. Um, but for this week, your coverage isn't active. Once you do see the first deduction of the 102.41, like I said, the following Monday's when your, that new coverage level goes into effect. And by that first or second week, you should be getting your new dental card and your new vision card. And when it comes to fir- to your Elite Pro, that card is a card that you actually have to request if you want a physical one. Um, so I wouldn't request it until your family goes into effect 'cause we're honestly not allowed to request them, um, until everyone has one.

Speaker speaker_1: I understand, but this is about like three weeks now when I did the change.

Speaker speaker_0: Yeah, so that's the reason-

Speaker speaker_1: Like two weeks or three weeks.

Speaker speaker_0: ... unfortunately, we don't have any access to their payrolls. We don't work with Nora Staffing. We only administrate their benefits. So it really depends on Nora and when they do the new deduction from your paycheck. So I would honestly talk to them and ask when they're thinking about doing the new deduction of the 102 'cause for you to become active with your family, they have to do that new deduction out of your paycheck. And then the following Monday, the new coverage level goes into effect. So, they- they have to do that deduction from your paycheck. I would talk to your staffing agency and ask when they're thinking about doing that new deduction. Because until they do that new deduction, your- that new coverage level won't go into effect.

Speaker speaker_1: Yeah, I just got that payroll Nora sent it to me.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I don't see the 100 still active.

Speaker speaker_0: Yeah, so I would ask them because until they do that first deduction from your paycheck, like I said, once they do the first deduction of the 102.41, the following Monday is when the new coverage level with your family goes into effect. Because at the-

Speaker speaker_1: Okay, what's the number? Hmm? What's the number? Sorry. How much? One?

Speaker speaker_0: Of what number? I don't have Nora's phone numbers.

Speaker speaker_1: No, sorry, the m- the- the 100. Like, how much the deduction? \$160? Sorry.

Speaker speaker_0: Um, it's the- the- the new deduction that you're supposed to be seeing is \$102.41. That's for- that's the new coverage deduction that includes your family.

Speaker speaker_1: Okay.

Speaker speaker_0: So 102.41 is what you're supposed to see deducted out of your check. So for example, um, if they pay you, let's say, for example, on Friday, and you see that they deduct it that Friday, that means that the following Monday, your plan's gonna be active. But it really depends on Nora and when they do that deduction. It typically takes-

Speaker speaker_1: Okay.

Speaker speaker_0: ... one or two weeks. But in some cases, I have seen it be a little bit longer. So I would just ask.

Speaker speaker_1: Okay.

Speaker speaker_0: I would ask them if I was you.

Speaker speaker_1: Okay. So s- I will, I will call them. Thank you so much.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Appreciate it.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Have a nice day. Bye.

Speaker speaker_1: Thank you. Bye-bye.