

Transcript: Estefania

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Full Transcript

Hello? Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of VGS. I'm looking to speak with Walaa. Yeah. Um, hey, good afternoon. I'm calling because we're processing an enrollment form that you filled out on March 12 for some virtual primary care, but you also selected not to participate. Um, so I was actually wondering if you did wanna enroll or if you wanted to decline the coverage? Um, okay. What, for what? For the healthcare benefits that VGS offers. Um, you filled out an enrollment form and you selected to enroll into the virtual primary care, but you also selected not to participate. Where, where I select not to, to participate? You don't wanna participate? No, no, I don't know what, what... Uh, uh, uh, I, how I, I do participate and how I can ... Um, so we're the healthcare administrators for staffing agencies. You filled out an enrollment form with VGS regarding the healthcare benefits that they offer, but you also selected not to participate in them. Okay, this is offer, how I get this offer and who I contact? I don't know. Is, is it your primary care or what or, or what? It's just for healthcare benefits through your staffing agency. Staffing agency? Okay. So y- you are, you are staffing agency? No, we just help work with their healthcare administration. Okay, because I already been applying for a staffing agency. I work for a staffing agency, so I don't know if this is related to this, to this, or what. Um, so this is regarding their healthcare benefits that they offer through their staffing agency. Is it VGS? Oh, okay. VGS 4... Yeah. Okay, is this... Uh, uh, uh, okay. I didn't ig- ignore. I don't know. It might be the, the, uh, we make it... Uh, is it I have to pay for it, or it's free? Yes, yes. You would have to pay for it. Okay. Um, if you, it depends on the plan that you choose. They offer like group accident, um, for employees, but if you add dependents it's gonna be a little bit more, and it's weekly deductions from your paycheck. Okay. How, how about how much? Minimum how much? So if you want, I can send you the benefit guide to your email on file. Is it walausa@gmail.com? Yes. Do you want me to send you the benefit guide? This has all the plans that they offer with the prices ... Okay, when I see it, I might think about it again. Okay. Because I already have medical. That's why I might not smell the ... Oh, okay. Yeah. Um, I was gonna tell you that they only give you 30 days from the day that you receive your first check to enroll or within company open enrollment, which I can check to see what month that is in. Um, so y- if you do miss the first 30 days and you don't enroll, you can also enroll within company open enrollment, which for them, they do it in the month of August. Last year they did it from August 19th up until September 27th. So most likely it'll be held in, it'll be held in August again. Uh- Last year, I already don't start yet with, uh, I didn't start working with, uh, this company yet. We just pay, make the paperworks and they don't offer me, uh, work yet. So I have a, I have long time, I have to wait. I, I have one month almost to restart from, like, next week. Oh. I can start working with them next week or something. Okay. Well, it's totally optional. It's not mandatory. Okay. But if, but if you do sign up, it is weekly

deductions from your paycheck. Okay. Um, and then I went ahead and sent you that peer email. Do you wanna check that you received it? I don't know, but I remember that I don't... um, I, I, I don't... I said I don't want it because that I told you, I'm not... I have already ... Oh, okay. I couldn't ... Oh, yeah. Oh, okay. Okay, that's fine. It's not mandatory. Um, then you don't have to do anything. Okay, good. Okay, thank you. All right. You're welcome. Have a nice day. Oh, bye-bye.

Conversation Format

Speaker speaker_0: Hello?

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of VGS. I'm looking to speak with Walaa.

Speaker speaker_0: Yeah.

Speaker speaker_2: Um, hey, good afternoon. I'm calling because we're processing an enrollment form that you filled out on March 12 for some virtual primary care, but you also selected not to participate. Um, so I was actually wondering if you did wanna enroll or if you wanted to decline the coverage?

Speaker speaker_0: Um, okay. What, for what?

Speaker speaker_2: For the healthcare benefits that VGS offers. Um, you filled out an enrollment form and you selected to enroll into the virtual primary care, but you also selected not to participate.

Speaker speaker_0: Where, where I select not to, to participate?

Speaker speaker_2: You don't wanna participate?

Speaker speaker_0: No, no, I don't know what, what... Uh, uh, uh, I, how I, I do participate and how I can ...

Speaker speaker_2: Um, so we're the healthcare administrators for staffing agencies. You filled out an enrollment form with VGS regarding the healthcare benefits that they offer, but you also selected not to participate in them.

Speaker speaker_0: Okay, this is offer, how I get this offer and who I contact? I don't know. Is, is it your primary care or what or, or what?

Speaker speaker_2: It's just for healthcare benefits through your staffing agency.

Speaker speaker_0: Staffing agency? Okay. So y- you are, you are staffing agency?

Speaker speaker_2: No, we just help work with their healthcare administration.

Speaker speaker_0: Okay, because I already been applying for a staffing agency. I work for a staffing agency, so I don't know if this is related to this, to this, or what.

Speaker speaker_2: Um, so this is regarding their healthcare benefits that they offer through their staffing agency. Is it VGS?

Speaker speaker_0: Oh, okay. VGS 4... Yeah. Okay, is this... Uh, uh, uh, okay. I didn't ignore. I don't know. It might be the, the, uh, we make it... Uh, is it I have to pay for it, or it's free?

Speaker speaker_2: Yes, yes. You would have to pay for it.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, if you, it depends on the plan that you choose. They offer like group accident, um, for employees, but if you add dependents it's gonna be a little bit more, and it's weekly deductions from your paycheck.

Speaker speaker_0: Okay. How, how about how much? Minimum how much?

Speaker speaker_2: So if you want, I can send you the benefit guide to your email on file. Is it walausa@gmail.com?

Speaker speaker_0: Yes.

Speaker speaker_2: Do you want me to send you the benefit guide? This has all the plans that they offer with the prices ...

Speaker speaker_0: Okay, when I see it, I might think about it again.

Speaker speaker_2: Okay.

Speaker speaker_0: Because I already have medical. That's why I might not smell the ...

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Yeah.

Speaker speaker_2: Um, I was gonna tell you that they only give you 30 days from the day that you receive your first check to enroll or within company open enrollment, which I can check to see what month that is in. Um, so y- if you do miss the first 30 days and you don't enroll, you can also enroll within company open enrollment, which for them, they do it in the month of August. Last year they did it from August 19th up until September 27th. So most likely it'll be held in, it'll be held in August again. Uh-

Speaker speaker_0: Last year, I already don't start yet with, uh, I didn't start working with, uh, this company yet. We just pay, make the paperworks and they don't offer me, uh, work yet. So I have a, I have long time, I have to wait. I, I have one month almost to restart from, like, next week.

Speaker speaker_2: Oh.

Speaker speaker_0: I can start working with them next week or something.

Speaker speaker_2: Okay. Well, it's totally optional. It's not mandatory.

Speaker speaker_0: Okay.

Speaker speaker_2: But if, but if you do sign up, it is weekly deductions from your paycheck.

Speaker speaker_0: Okay.

Speaker speaker_2: Um, and then I went ahead and sent you that peer email. Do you wanna check that you received it?

Speaker speaker_0: I don't know, but I remember that I don't... um, I, I, I don't... I said I don't want it because that I told you, I'm not... I have already ...

Speaker speaker_2: Oh, okay.

Speaker speaker_0: I couldn't ... Oh, yeah.

Speaker speaker_2: Oh, okay. Okay, that's fine. It's not mandatory. Um, then you don't have to do anything.

Speaker speaker_0: Okay, good. Okay, thank you.

Speaker speaker_2: All right. You're welcome. Have a nice day.

Speaker speaker_0: Oh, bye-bye.