Transcript: Estefania Acevedo-4665546773413888-4732934541852672

Full Transcript

Thank you for calling Benefits ... Can we help and assist you? Yes. How are you? Hey, good. How can I help you? It says, the call is about some kind of benefit in the card. So what's going on? What do I do or what's up? Okay, so we're the healthcare administrators for staffing agencies around the nation. So you're currently working with one of the agencies that we administrate. Most likely you're within your personal open enrollment period, which means you have 30 days from the day that you receive your first check to be eligible to enroll into healthcare benefits that they offer through their staffing agency. If you do decide to enroll, depending on how many plans you select, as well as if you add dependents, has a lot to do with how much weekly deduction from your paycheck is for those selected plans. It is weekly deductions. It's not mandatory, it's something optional, but you will be getting reminders regarding personal open enrollment. Um, some staffing agencies do auto-enroll their members into one of the plans, though. What's the name of the staffing agency that you work for? Uh, is it BGF or BGGF, or something like that? Okay, BGSS? Yep. Okay. Um, let me see if they have any type of auto-enrollment. I believe they don't, but let me just make sure. Just to be sure. So what is this for? Like insurance? Yes. This is like insurance and health stuff like that? So, I mean... Yes. So if you're- What, what kind of options do we have? Or, or, or how can I look at the options or whatever? Okay. So they don't auto-enroll their employees into any of the benefits. If you do want to enroll, like I said, you do have 30 days from the day that you receive your first check to do so. If you want me to give you, um, I can send you the benefit guide that has all the plans that they offer with the prices and... Yeah. 'Cause I can look at it when I go to lunch 'cause I'm in the middle of doing stuff right now. But I got the check so I just stopped to see 'cause I'mma, I'mma take the lunch probably like 12:01 so I can... And I'll run through it, or I can run through it when I get off. But I don't want to be... Okay. Um... I don't want to do it while they watching me work, you know? Yeah, yeah, it's fine. Um, since we do administrate different agencies, different agencies have, offer different plans and prices, so I do need to get in your file to send you that. Um, I just need the last four of your Social. 1325. Thank you. And your first and last name, please. Steve Martin. Okay. For security purposes, could you verify the address that I have on file, as well as the date of birth? Uh, 2508 County Road I, uh, 04/18/1966. Um, can I get the city and state, please? Uh, Mountain View, Minnesota. Can you just send me that 'cause I gotta go right now?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... Can we help and assist you?

Speaker speaker_1: Yes. How are you?

Speaker speaker_0: Hey, good. How can I help you?

Speaker speaker_1: It says, the call is about some kind of benefit in the card. So what's going on? What do I do or what's up?

Speaker speaker_0: Okay, so we're the healthcare administrators for staffing agencies around the nation. So you're currently working with one of the agencies that we administrate. Most likely you're within your personal open enrollment period, which means you have 30 days from the day that you receive your first check to be eligible to enroll into healthcare benefits that they offer through their staffing agency. If you do decide to enroll, depending on how many plans you select, as well as if you add dependents, has a lot to do with how much weekly deduction from your paycheck is for those selected plans. It is weekly deductions. It's not mandatory, it's something optional, but you will be getting reminders regarding personal open enrollment. Um, some staffing agencies do auto-enroll their members into one of the plans, though. What's the name of the staffing agency that you work for?

Speaker speaker_1: Uh, is it BGF or BGGF, or something like that?

Speaker speaker_0: Okay, BGSS?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, let me see if they have any type of auto-enrollment. I believe they don't, but let me just make sure. Just to be sure.

Speaker speaker_1: So what is this for? Like insurance?

Speaker speaker_0: Yes.

Speaker speaker_1: This is like insurance and health stuff like that? So, I mean...

Speaker speaker_0: Yes. So if you're-

Speaker speaker_1: What, what kind of options do we have? Or, or, or how can I look at the options or whatever?

Speaker speaker_0: Okay. So they don't auto-enroll their employees into any of the benefits. If you do want to enroll, like I said, you do have 30 days from the day that you receive your first check to do so. If you want me to give you, um, I can send you the benefit guide that has all the plans that they offer with the prices and...

Speaker speaker_1: Yeah. 'Cause I can look at it when I go to lunch 'cause I'm in the middle of doing stuff right now. But I got the check so I just stopped to see 'cause I'mma, I'mma take the lunch probably like 12:01 so I can... And I'll run through it, or I can run through it when I get off. But I don't want to be...

Speaker speaker_0: Okay. Um...

Speaker speaker_1: I don't want to do it while they watching me work, you know?

Speaker speaker_0: Yeah, yeah, it's fine. Um, since we do administrate different agencies, different agencies have, offer different plans and prices, so I do need to get in your file to send you that. Um, I just need the last four of your Social.

Speaker speaker_1: 1325.

Speaker speaker_0: Thank you. And your first and last name, please.

Speaker speaker_1: Steve Martin.

Speaker speaker_0: Okay. For security purposes, could you verify the address that I have on file, as well as the date of birth?

Speaker speaker_1: Uh, 2508 County Road I, uh, 04/18/1966.

Speaker speaker_0: Um, can I get the city and state, please?

Speaker speaker_1: Uh, Mountain View, Minnesota. Can you just send me that 'cause I gotta go right now?