

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? Hi, my name is Darius. I am calling to figure out my m- medical stuff for my new job at Sonata in Glenwood, Minnesota. Okay. What staffing agency do you work for? Um, I... Staffing agency, I don't... I'm going through Dority Staffing. Okay. And then what are the last four of your Social? 2850. For security purposes, could you verify your address and date of birth? Date of birth's 03/30/97. Proof of address, it is 205 Franklin Street North, Glenwood, Minnesota, 5653- And- 56534. And you said, what, you said your last four of your Social was 2850? Yeah. All right. And your first and last name? Darius, D-A-R-I-U-S. And Oates, O-A-T-E-S. Okay. Um, have you started working with them already? No. I, I went through a temp agency through Dority Staffing, but I'm getting em- I'm getting employed through Sonata. Oh. Um. Yeah, but you went through Dority, right? Um... Ye- yes. So they still haven't sent us your file. Um, we typically give you 30 days- Okay. ... from the day that you receive your first check to enroll. Oh. Uh-huh. I haven't gotten a check yet. I haven't- Yeah. I haven't even started working. I just got in. I was going through a different, um, checklist and one of them was the medical coverage, and I haven't filled it out yet, and I got, I got given this number to call to get that figured out, to get that sorted out. Okay, so you want to go ahead and create a file for you? Since you have, since they haven't sent us your information, you're not in our system at all. Um, so- Okay. Then... ... if you wanna go ahead and, um, if you do want to enroll, you can go ahead and, we can go ahead and do the enrollment over the phone. Um, but then- We don't- ... you have to allow, um- We don't have to, because... I'm sorry. We don't have to? Because once I get off the phone with you, I'll, I'm going back inside, and then they'll send it, and then over, send you guys after. If that makes sense at all. Yeah. So you're saying that you're not gonna be with them? Like, 'cause it's just a temporary job? Um, I'm not ex- They've gotten me a job, and like the first 30 or ni- or in- many days, I'll be getting paid through this company, and then- Mm-hmm. ... once the, the company that hires me on, I'll be with them full-time. But I'm only a temp through, uh, Dority Staffing. Yeah. So, so what were you trying to do? Were you trying to en- decline the coverage or were you actually wanting to enroll? 'Cause the- I want to enroll. 'Cause the benefits don't start right away either way. You have to allow one or two weeks- Right. ... for the staffing agency. Yeah, so that's why I was asking earlier. Do you want me to go ahead and create a file for you since we don't have your information yet? Or- I think once I get done talking with them, they'll send- Okay, that's fine. ... they'll send it over to you guys, I'm sorry to hear. 'Cause either way, they... Yeah, you're fine, 'cause either way, they don't do any type of auto enrollment or anything. You can be calling throughout the week to see if they went ahead and sent us your information if you don't feel comfortable wait- Okay. ... giving, 'cause if I did create a file for you since you're not in there yet, I would need your full Social, your address, your date of birth, all that information. Um, that or you can be calling

throughout the week to see if we went ahead and received your file, and then we can take it from there. Okay, then I will talk to them after I get off, after I get off the phone with you, I'll go back inside and type it in and I'll wait for them to send it over to you guys. Okay, yeah, that's fine. Would I, would I be getting a call from you guys or would I have to call you guys? No. So you would have to call us 'cause we administrate the healthcare benefits of different agencies around the nation, not just Dority. Okay. Mm-hmm. Okay. Then, ... they sent someone. ... I will wait, wait for them to do their thing. Okay, that's fine. Thank you so much. Thank you. Have a nice day. You too. 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: Hi, my name is Darius. I am calling to figure out my m- medical stuff for my new job at Sonata in Glenwood, Minnesota.

Speaker speaker_0: Okay. What staffing agency do you work for?

Speaker speaker_1: Um, I... Staffing agency, I don't... I'm going through Dority Staffing.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 2850.

Speaker speaker_0: For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Date of birth's 03/30/97. Proof of address, it is 205 Franklin Street North, Glenwood, Minnesota, 5653-

Speaker speaker_0: And-

Speaker speaker_1: 56534.

Speaker speaker_0: And you said, what, you said your last four of your Social was 2850?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Darius, D-A-R-I-U-S. And Oates, O-A-T-E-S.

Speaker speaker_0: Okay. Um, have you started working with them already?

Speaker speaker_1: No. I, I went through a temp agency through Dority Staffing, but I'm getting em- I'm getting employed through Sonata.

Speaker speaker_0: Oh.

Speaker speaker_1: Um.

Speaker speaker_0: Yeah, but you went through Dority, right? Um...

Speaker speaker_1: Ye- yes.

Speaker speaker_0: So they still haven't sent us your file. Um, we typically give you 30 days-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from the day that you receive your first check to enroll.

Speaker speaker_1: Oh.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I haven't gotten a check yet. I haven't-

Speaker speaker_0: Yeah.

Speaker speaker_1: I haven't even started working. I just got in. I was going through a different, um, checklist and one of them was the medical coverage, and I haven't filled it out yet, and I got, I got given this number to call to get that figured out, to get that sorted out.

Speaker speaker_0: Okay, so you want to go ahead and create a file for you? Since you have, since they haven't sent us your information, you're not in our system at all. Um, so-

Speaker speaker_1: Okay. Then...

Speaker speaker_0: ... if you wanna go ahead and, um, if you do want to enroll, you can go ahead and, we can go ahead and do the enrollment over the phone. Um, but then-

Speaker speaker_1: We don't-

Speaker speaker_0: ... you have to allow, um-

Speaker speaker_1: We don't have to, because... I'm sorry. We don't have to? Because once I get off the phone with you, I'll, I'm going back inside, and then they'll send it, and then over, send you guys after. If that makes sense at all.

Speaker speaker_0: Yeah. So you're saying that you're not gonna be with them? Like, 'cause it's just a temporary job?

Speaker speaker_1: Um, I'm not ex- They've gotten me a job, and like the first 30 or ni- or in-many days, I'll be getting paid through this company, and then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... once the, the company that hires me on, I'll be with them full-time. But I'm only a temp through, uh, Dority Staffing.

Speaker speaker_0: Yeah. So, so what were you trying to do? Were you trying to en- decline the coverage or were you actually wanting to enroll? 'Cause the-

Speaker speaker_1: I want to enroll.

Speaker speaker_0: 'Cause the benefits don't start right away either way. You have to allow one or two weeks-

Speaker speaker_1: Right.

Speaker speaker_0: ... for the staffing agency. Yeah, so that's why I was asking earlier. Do you want me to go ahead and create a file for you since we don't have your information yet? Or-

Speaker speaker_1: I think once I get done talking with them, they'll send-

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: ... they'll send it over to you guys, I'm sorry to hear.

Speaker speaker_0: 'Cause either way, they... Yeah, you're fine, 'cause either way, they don't do any type of auto enrollment or anything. You can be calling throughout the week to see if they went ahead and sent us your information if you don't feel comfortable wait-

Speaker speaker_1: Okay.

Speaker speaker_0: ... giving, 'cause if I did create a file for you since you're not in there yet, I would need your full Social, your address, your date of birth, all that information. Um, that or you can be calling throughout the week to see if we went ahead and received your file, and then we can take it from there.

Speaker speaker_1: Okay, then I will talk to them after I get off, after I get off the phone with you, I'll go back inside and type it in and I'll wait for them to send it over to you guys.

Speaker speaker_0: Okay, yeah, that's fine.

Speaker speaker_1: Would I, would I be getting a call from you guys or would I have to call you guys?

Speaker speaker_0: No. So you would have to call us 'cause we administrate the healthcare benefits of different agencies around the nation, not just Dority.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Then,

Speaker speaker_2: ... they sent someone.

Speaker speaker_1: ... I will wait, wait for them to do their thing.

Speaker speaker_0: Okay, that's fine.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye-bye.