

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, I was just, uh, trying to see, like, what, what, like, what comes with the Benefit Card. Okay. Um, what agency do you work for? Site staffing. You said, "Site staffing"? Yeah. Okay. And then what are the last four of your social? Uh, 6439. But I already have, like, a, uh, insurance, though. That's what I was, like, saying, like, what comes with the benefits in, in the card. Yeah. Mm-hmm. Like, what does that mean? So we're the healthcare administrators for multiple- Mm-hmm. ... staffing agencies. Um, that's why I had to ask for this information. Since we work with different agencies, I would have to open your file to see what- Mm-hmm. ... Site Staffing has to offer for you. Okay, okay. Um, what's your first and last name, just to make sure that I'm on the correct file? Uh, Treyshawn Walker. Okay. So with Benefits in a Card, like, that means, like, if I was to, like, get hurt while working? So technically, what we are, um... So Site Staffing offers different healthcare benefits for their employees, like dental, vision, term life, short-term disability, critical illness, medical plans, um, but they do have their deductions, their weekly deductions, depending on what plan- Mm-hmm. ... you were to select, and also depending if you were to select dependents with that plan. So all of that has a lot to do with how much the weekly deductions would be. So, one, depending on what plan do you select, two, if you choose dependents, and then, three, depending on how many... Mm-hmm. Let me check. Okay, so... Okay? Yeah. Um, bef- before I continue, um, could you go ahead and, for security purposes, verify your full social, um, see, I'm sorry, your full address as well as your date of birth? My, uh, social number that... Mm-hmm. No, just your address and your date of birth. Uh, 3156 North 73rd Street. And, um, Treyshawn Walker. And what was your date of birth? Uh, 02/27/06, which is February 27th, 2006. Is your phone number still the 414-791-6584? Yes, ma'am. I have oreotrucker8@gmail.com as your email address? Yes, ma'am. How long have you been working with them? Uh, I've been working for them for at least probably like a week now. Okay. This, uh, this will be, like, my second week 'cause I, uh, start another job tomorrow and Friday, so this will be my second week. Okay. So are you interested in enrolling into benefits? Um, I was gon' give it... I was gon' think it through. I was gon' think it through- Okay. ... probably give y'all a call back. Okay, that's fine. Um, I- But, uh- I did wanna tell you- So um, I did wanna tell you that if you are interested in enrolling, I would have to do a eligibility review to see if you're- Mm-hmm. ... eligible to enroll 'cause your company- Okay. ... isn't in, um, their company open enrollment period anymore. So I would have to- Mm-hmm. ... email the main office to ask to see if you're eligible or not. So if you want, I can go ahead and send that email. And then, depending on what they say, I'll call you back, probably tomorrow, to inform you if you're eligible or not. And if you are- Okay. ... eligible, I'll go ahead and explain those plans to you tomorrow. But if you're not- Mm-hmm. ... eligible, then I'll, I'll tell you also,

just to inform you that you won't be able to enroll if you are or aren't. Okay, okay. But, yeah, I was gon' give y'all a call back when I, uh, think it through. Um, do you want me to put the request... well, the email already asking if you're eligible or not? 'Cause if you do call us back tomorrow to let us know that you wanna enroll, that's what they're gonna end up doing either way since your company isn't within their company open enrollment period anymore. Yeah, you can do that. I don't... Go ahead and do that already. And then just let me know about the plans. Okay, that's fine. Um, is that a good phone number, the 414-791-6584? Yes, ma'am. Okay. I'll be giving you a call back. Um, hopefully, they reach back by tomorrow, but I will be- Mm-hmm. ... following up and calling you to let you know if you're eligible or not to enroll into benefits, okay? Okay. Thank you. You have a nice day. Thank you. You do too. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes, I was just, uh, trying to see, like, what, what, like, what comes with the Benefit Card.

Speaker speaker_0: Okay. Um, what agency do you work for?

Speaker speaker_1: Site staffing.

Speaker speaker_0: You said, "Site staffing"?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Uh, 6439. But I already have, like, a, uh, insurance, though. That's what I was, like, saying, like, what comes with the benefits in, in the card.

Speaker speaker_0: Yeah. Mm-hmm.

Speaker speaker_1: Like, what does that mean?

Speaker speaker_0: So we're the healthcare administrators for multiple-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... staffing agencies. Um, that's why I had to ask for this information. Since we work with different agencies, I would have to open your file to see what-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... Site Staffing has to offer for you.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Um, what's your first and last name, just to make sure that I'm on the correct file?

Speaker speaker_1: Uh, Treyshawn Walker.

Speaker speaker_0: Okay.

Speaker speaker_1: So with Benefits in a Card, like, that means, like, if I was to, like, get hurt while working?

Speaker speaker_0: So technically, what we are, um... So Site Staffing offers different healthcare benefits for their employees, like dental, vision, term life, short-term disability, critical illness, medical plans, um, but they do have their deductions, their weekly deductions, depending on what plan-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you were to select, and also depending if you were to select dependents with that plan. So all of that has a lot to do with how much the weekly deductions would be. So, one, depending on what plan do you select, two, if you choose dependents, and then, three, depending on how many...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Let me check.

Speaker speaker_1: Okay, so...

Speaker speaker_0: Okay?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, bef- before I continue, um, could you go ahead and, for security purposes, verify your full social, um, see, I'm sorry, your full address as well as your date of birth?

Speaker speaker_1: My, uh, social number that... Mm-hmm.

Speaker speaker_0: No, just your address and your date of birth.

Speaker speaker_1: Uh, 3156 North 73rd Street. And, um, Treyshawn Walker.

Speaker speaker_0: And what was your date of birth?

Speaker speaker_1: Uh, 02/27/06, which is February 27th, 2006.

Speaker speaker_0: Is your phone number still the 414-791-6584?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have oreotrucker8@gmail.com as your email address?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: How long have you been working with them?

Speaker speaker_1: Uh, I've been working for them for at least probably like a week now.

Speaker speaker_0: Okay.

Speaker speaker_1: This, uh, this will be, like, my second week 'cause I, uh, start another job tomorrow and Friday, so this will be my second week.

Speaker speaker_0: Okay. So are you interested in enrolling into benefits?

Speaker speaker_1: Um, I was gon' give it... I was gon' think it through. I was gon' think it through-

Speaker speaker_0: Okay.

Speaker speaker_1: ... probably give y'all a call back.

Speaker speaker_0: Okay, that's fine. Um, I-

Speaker speaker_1: But, uh-

Speaker speaker_0: I did wanna tell you-

Speaker speaker_1: So um, I did wanna tell you that if you are interested in enrolling, I would have to do a eligibility review to see if you're- Mm-hmm.

Speaker speaker_0: ... eligible to enroll 'cause your company-

Speaker speaker_1: Okay.

Speaker speaker_0: ... isn't in, um, their company open enrollment period anymore. So I would have to-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... email the main office to ask to see if you're eligible or not. So if you want, I can go ahead and send that email. And then, depending on what they say, I'll call you back, probably tomorrow, to inform you if you're eligible or not. And if you are-

Speaker speaker_1: Okay.

Speaker speaker_0: ... eligible, I'll go ahead and explain those plans to you tomorrow. But if you're not-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... eligible, then I'll, I'll tell you also, just to inform you that you won't be able to enroll if you are or aren't.

Speaker speaker_1: Okay, okay. But, yeah, I was gon' give y'all a call back when I, uh, think it through.

Speaker speaker_0: Um, do you want me to put the request... well, the email already asking if you're eligible or not? 'Cause if you do call us back tomorrow to let us know that you wanna enroll, that's what they're gonna end up doing either way since your company isn't within their company open enrollment period anymore. Yeah, you can do that. I don't... Go ahead and do that already.

Speaker speaker_1: And then just let me know about the plans.

Speaker speaker_0: Okay, that's fine. Um, is that a good phone number, the 414-791-6584?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'll be giving you a call back. Um, hopefully, they reach back by tomorrow, but I will be-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... following up and calling you to let you know if you're eligible or not to enroll into benefits, okay?

Speaker speaker_1: Okay. Thank you. You have a nice day.

Speaker speaker_0: Thank you. You do too.

Speaker speaker_1: Okay.