Transcript: Estefania Acevedo-4811656056324096-4632684232228864

Full Transcript

We can help you figure it out. Right. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, hi, Stephanie. I just called up there, uh, called you guys earlier. I don't know who I talked to, but they told me I needed another staffing agency, which I now have. Uh, I just need to verify that, uh, me and my wife have life insurance through you. Okay. What's the name of the staffing agency? It is Focus Workforce Management. And then what are the last four of your Socials? Uh, eight six zero zero. Okay. And then for security purposes, can you verify your address and date of birth? Uh, yes. My address is 1419 Belmont, in Parsons, Kansas. Zip code six seven three five seven. And then my date of birth is February 6th, 1981. Thank you. Is six two zero four two three twenty five eighty-five your phone number? Uh, yes, it is. And then what's your email address? Uh, it's, uh, Artillis, A R T I L L I S, @ M O N K @ gmail.com or, or yahoo.com, one of the two. Okay, thank you. And then, um, I was gonna tell you, so you're actually not enrolled into any of the plans. But right now, it is company open enrollment, so you could enroll into that plan if you wish. Your last day to- Right, well, they- Mm-hmm. Yeah. Though they should've signed me up two weeks ago when, uh, when I first got employed. I think there was a problem with the paperwork, I bet. Oh, okay. That's fine. Yeah. So if you want, we can go ahead and enroll you into the benefits, um, 'cause it looks like... Let me check to see when your personal open enrollment is over. So- Like, can't it be backdated to when I started there? So, uh, the... In two periods, um, you're el- eligible to enroll. Your first one is within your personal open enrollment period, which for you, your last day to call and enroll would be... Let me see. On the 28th of February, and then company opens. Right. Mm-hmm. But what I wanna know if can we backdate it to last week, when I actually officially started and had all the paperwork filled out? So for you to have active coverage, the staffing agency, we would have to receive a deduction from them. Um, I don't... There's not a way that we can do that, unfortunately. But I can go ahead and enroll you, and it typically only takes one or two weeks for you to- Uh, no, no. No, that, that's all right. I'll, I'll take care of it through, through my work. Okay, that's fine. Um, just if you are gonna enroll, just remember that the last day to do so is February the 28th. I gotcha. Okay? All right. Thank you. Um, but at the moment, uh, you don't have any plans, okay? Okay. Thank you. You're welcome. Have a nice day. All right, bye.

Conversation Format

Speaker speaker_0: We can help you figure it out.

Speaker speaker_1: Right.

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, hi, Stephanie. I just called up there, uh, called you guys earlier. I don't know who I talked to, but they told me I needed another staffing agency, which I now have. Uh, I just need to verify that, uh, me and my wife have life insurance through you.

Speaker speaker_2: Okay. What's the name of the staffing agency?

Speaker speaker_1: It is Focus Workforce Management.

Speaker speaker_2: And then what are the last four of your Socials?

Speaker speaker_1: Uh, eight six zero zero.

Speaker speaker_2: Okay. And then for security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, yes. My address is 1419 Belmont, in Parsons, Kansas. Zip code six seven three five seven. And then my date of birth is February 6th, 1981.

Speaker speaker_2: Thank you. Is six two zero four two three twenty five eighty-five your phone number?

Speaker speaker_1: Uh, yes, it is.

Speaker speaker_2: And then what's your email address?

Speaker speaker_1: Uh, it's, uh, Artillis, A R T I L L I S, @ M O N K @ gmail.com or, or yahoo.com, one of the two.

Speaker speaker_2: Okay, thank you. And then, um, I was gonna tell you, so you're actually not enrolled into any of the plans. But right now, it is company open enrollment, so you could enroll into that plan if you wish. Your last day to-

Speaker speaker_1: Right, well, they-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Yeah. Though they should've signed me up two weeks ago when, uh, when I first got employed. I think there was a problem with the paperwork, I bet.

Speaker speaker_2: Oh, okay. That's fine.

Speaker speaker_1: Yeah.

Speaker speaker_2: So if you want, we can go ahead and enroll you into the benefits, um, 'cause it looks like... Let me check to see when your personal open enrollment is over. So-

Speaker speaker_1: Like, can't it be backdated to when I started there?

Speaker speaker_2: So, uh, the... In two periods, um, you're el- eligible to enroll. Your first one is within your personal open enrollment period, which for you, your last day to call and enroll would be... Let me see. On the 28th of February, and then company opens.

Speaker speaker_1: Right.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: But what I wanna know if can we backdate it to last week, when I actually officially started and had all the paperwork filled out?

Speaker speaker_2: So for you to have active coverage, the staffing agency, we would have to receive a deduction from them. Um, I don't... There's not a way that we can do that, unfortunately. But I can go ahead and enroll you, and it typically only takes one or two weeks for you to-

Speaker speaker_1: Uh, no, no. No, that, that's all right. I'll, I'll take care of it through, through my work.

Speaker speaker_2: Okay, that's fine. Um, just if you are gonna enroll, just remember that the last day to do so is February the 28th.

Speaker speaker_1: I gotcha.

Speaker speaker_2: Okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Um, but at the moment, uh, you don't have any plans, okay?

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: All right, bye.