

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, my name is Kyle Angle. Um, I had started a job today through Man Camp, um, and I was supposed to be able to get benefits through them. But nobody has sent me an email to pick a benefit plan or anything or, um, is it something that, you know, I just go with whatever you guys have? No. So I believe usually the staffing agencies are the ones who notify their employees, not us. Um, I know they do send out reminders sometimes through text messages. I'm not really sure how they do it, but I know it is the staffing agency's responsibility. Um, in the past I have heard members from different staffing agencies have received, like, a book, but I'm not really sure how each staffing agency communicates it with their members. But I can go ahead and email it to you. Uh... I mean, yeah. I mean, uh, I can give them a call. So, they are gonna tell you to contact us because- Yeah. ... it, we are the healthcare ministries. I'm not sure how knowledgeable they are about the, uh, plans that they pre-give, 'cause a lot of times people call confused get told things that are really not it. So I would honestly call us, because we're the ones that actually give you the information. So like they're just gonna end up telling you to call, contact us. Okay. Yeah, because like I said, I can send you the information and I can explain the plans to you, but how they communicate it with their members, I'm not really sure, so sure. Okay. Um, yeah, if you could just email them to me and then- Okay. ... um, when, if I, if, like, so am I just gonna pick one? They give you a deadline period, though. So I was gonna tell you there's two periods that you're eligible to enroll. The first period are the first 30 days of you receiving your first shot. After those 30 days if you miss your personal open enrollment, which are the first 30 days from the time that you receive your first shot, if you miss those 30 days, you would have to enroll within company open enrollment, which they do it annually around the same month, um, all the time. So I can check to see real quick when your deadline date is, but I do need to get in your file, because they do, um, we do administrate different agencies around the nation. Um, right now I'm looking and it looks like their company open enrollment last year... Oh, actually their company open enrollment is about to begin. It's on April the 21st up until May the 30th. So- Okay. ... if you want, I can send you that information, but like I said, we do administrate different agencies around the nation, um, so I do need to get in your s- file specifically. What are the last four of your Social? And you said- Uh- ... Man Camp, right? Yeah, in Barberton. Okay. What are the last four of your Social? Uh, six, zero, two, two. And then your first and last name? Kyle Angle. Oh. Okay, give me one second. You said six, zero, two, two? Six, zero, two, two. And then that name again? Kyle Angle. A-N-G-L-E. How, how long have you been with them? Did you just start? Yeah, I just started today. Oh, that's why. Okay. So since you're still new yet, we still haven't received your information in our system. Um, I can- Oh, okay. ... need to think. I can either go ahead and create a file for you, um, but for that I need, do need

your full Social, full address, full date of birth. If you don't feel comfortable doing that over the phone, you're welcome to call throughout the week to see if we've received that information already, and then they can email you the P- PDF with the plans. Um, but I can go ahead and do that, too, but I do need your full information. But it's- Um. ... whatever makes you feel comfortable. Yeah, I'll just call back. Okay, that's fine. Just keep calling throughout the week and then they're gonna ask you the same questions that I asked you. Okay. Thank you. You're welcome. Mm-hmm. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name is Kyle Angle. Um, I had started a job today through Man Camp, um, and I was supposed to be able to get benefits through them. But nobody has sent me an email to pick a benefit plan or anything or, um, is it something that, you know, I just go with whatever you guys have?

Speaker speaker_0: No. So I believe usually the staffing agencies are the ones who notify their employees, not us. Um, I know they do send out reminders sometimes through text messages. I'm not really sure how they do it, but I know it is the staffing agency's responsibility. Um, in the past I have heard members from different staffing agencies have received, like, a book, but I'm not really sure how each staffing agency communicates it with their members. But I can go ahead and email it to you.

Speaker speaker_1: Uh... I mean, yeah. I mean, uh, I can give them a call.

Speaker speaker_0: So, they are gonna tell you to contact us because-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... it, we are the healthcare ministries. I'm not sure how knowledgeable they are about the, uh, plans that they pre-give, 'cause a lot of times people call confused get told things that are really not it. So I would honestly call us, because we're the ones that actually give you the information. So like they're just gonna end up telling you to call, contact us.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, because like I said, I can send you the information and I can explain the plans to you, but how they communicate it with their members, I'm not really sure, so sure.

Speaker speaker_1: Okay. Um, yeah, if you could just email them to me and then-

Speaker speaker_0: Okay.

Speaker speaker_1: ... um, when, if I, if, like, so am I just gonna pick one?

Speaker speaker_0: They give you a deadline period, though. So I was gonna tell you there's two periods that you're eligible to enroll. The first period are the first 30 days of you receiving your first shot. After those 30 days if you miss your personal open enrollment, which are the first 30 days from the time that you receive your first shot, if you miss those 30 days, you would have to enroll within company open enrollment, which they do it annually around the same month, um, all the time. So I can check to see real quick when your deadline date is, but I do need to get in your file, because they do, um, we do administrate different agencies around the nation. Um, right now I'm looking and it looks like their company open enrollment last year... Oh, actually their company open enrollment is about to begin. It's on April the 21st up until May the 30th. So-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you want, I can send you that information, but like I said, we do administrate different agencies around the nation, um, so I do need to get in your s- file specifically. What are the last four of your Social? And you said-

Speaker speaker_1: Uh-

Speaker speaker_0: ... Man Camp, right?

Speaker speaker_1: Yeah, in Barberton.

Speaker speaker_0: Okay. What are the last four of your Social?

Speaker speaker_1: Uh, six, zero, two, two.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Kyle Angle.

Speaker speaker_0: Oh. Okay, give me one second. You said six, zero, two, two?

Speaker speaker_1: Six, zero, two, two.

Speaker speaker_0: And then that name again?

Speaker speaker_1: Kyle Angle. A-N-G-L-E.

Speaker speaker_0: How, how long have you been with them? Did you just start?

Speaker speaker_1: Yeah, I just started today.

Speaker speaker_0: Oh, that's why. Okay. So since you're still new yet, we still haven't received your information in our system. Um, I can-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... need to think. I can either go ahead and create a file for you, um, but for that I need, do need your full Social, full address, full date of birth. If you don't feel comfortable doing that over the phone, you're welcome to call throughout the week to see if we've received that information already, and then they can email you the P- PDF with the plans. Um, but I can go ahead and do that, too, but I do need your full information. But it's-

Speaker speaker_1: Um.

Speaker speaker_0: ... whatever makes you feel comfortable.

Speaker speaker_1: Yeah, I'll just call back.

Speaker speaker_0: Okay, that's fine. Just keep calling throughout the week and then they're gonna ask you the same questions that I asked you.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome.

Speaker speaker_1: Mm-hmm. Mm-hmm. Bye.