

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Dental Card. My name is Stephanie. How can I assist you? Um, hi. My name's Analilia Rodriguez Garcia and I work for, um, uh, with Partners, um, at a... in a warehouse and I was just, um, 'cause it says, uh, that you guys offer health and wellness. Um, but is that through, uh, you guys, uh, deducting from my paycheck in, in the form of insurance? Yes. It's weekly, depending on how many plans you select as well as which one. Okay. And if you add dependents has a lot to do with how much your weekly deduction is from your paycheck. Okay. So it is weekly deductions and it's only healthcare benefits that they offer through Partners Personnel. Yes, and, and I, I was interested in, uh, basically in dental and vision. Um, does, do you guys offer that? Yes. They offer that. Oh, okay. Um, how would I be able to apply 'cause I've already had the 90 days with Partners. Um, is it- No, I think it's just- ... through you guys or- No. It's through your staffing agency which is Partners Personnel. Um- Yeah, because they told me I had to call the corporate office but, um- You know, should, um- Yes. ... they should do a phone enrollment over the phone but I would have to see if you're eligible. Uh, if you want I can check to see. What is the last four- Yes. Yes. ... of your social? 4392. And your first and last name. It should, uh, you should have it as Analilia Rodriguez Garcia. Okay. For security purposes, can you verify your address and date of birth? Yes. My address that you should have on file is 13400 Ellsworth Street, Apartment 717, Moreno Valley, California 92570. Um, no it's 92553. Because I- Hm. ... I used to live in Perris. Upstate? My date of birth? Yes. Um, 12/7/1980. 0-12. Okay. Thank you. And I have 951-230-6523 as your phone number? Yes. I have jjaamm77@gmail.com. Is that up-to-date? Hmm. Yeah. I think it's only one m though. I think it's only one. Pretty sure it's one. Yes. I only have one on file. Yes. It's, uh, yeah. Okay. It's jjaamm77@gmail.com. Yes. Gotcha. Okay. Thank you. Mm-hmm. How long have you been working with them? I've been working with them, I will tell you exactly right now what, um, the date, uh, I started 11/18/2024. Okay. So, um, to be eligible to enroll into the benefits, you would have to call within the first 30 days of receiving your first check. That's considered your personal open enrollment period. If you pass- Mm-hmm. ... those dates, which you have, um, you would have to enroll within company open enrollment, um, which is held in the month of August. I'm sorry, not August. It's held in the month of October for Partners Personnel. Um, the last- Oh, so this would add a little bit before I got there? Yes. Correct. Within the first 30 days- Yeah. 'Cause we- ... of receiving your first check, um, you would have had to called. Uh, if you passed that period which you did, you would have to wait for the next company open enrollment which is in the month of October for Partners Personnel. But I was gonna ask you, within the last 30 days have you experienced a quality life event like a loss of benefit, getting married, divorce, having a baby or adopting within the last 30 days? No. Okay. No. So yeah. You would have to wait for October to come around and for the company to be within company open enrollment. Um,

it looks like last year, I know it was held in the month of October but let me see what dates. Um, so it looks like between October 14 up until October 25th. So it's definitely- Yeah. ... gonna be held in October again. Yeah. See, the, the thing is that, uh, the, uh, Partners failed to inform us that, um, that that was gonna happen or that we were supposed to get a message, um, saying that we were- Tell- ... supposed to apply for benefits. So- So, unfortunately- ... that's, that's the thing. ... we're not... We're, we don't work in Partners Personnel. I'm not really sure. Mm-hmm. I know they usually do send reminders, um, but I know it's the staffing agency's responsibility to inform the members. But unfortunately- Yeah, they've... ... within those 'cause we don't... We're just the administrators. We don't actually work in Partners Personnel. We just administer it. Yeah, 'cause... Yeah, 'cause they told, they told me to call corporate and then maybe corporate would've, um, would've did that because, uh, they were supposed to, like, uh, give us the, like, the packet- Right. ... with all the details and everything. But I never even got the packet. I'm, like, barely asking- Yeah. I wouldn't. ... um, the, the agency and, like- ... the m- the branch, the branch never called me with that. And so, 'cause I had called them and asked for information and they're like, "We're gonna call you." And they never called me and then I asked the one inside the, um, the warehouse and she's like, "Oh, no. I'll get a packet for you." And, you know, everything and she never got it. And then I called today, and the- the- I called the branch, and the branch had no clue how to get a hold of you guys or anything like that. And then I had the wrong app because I guess they upgraded apps, um, from a- Yeah. ... different app. Um, y- so unfortunately- Thank you. ... you would have to wait for the next company open enrollment, um, because, like I said, we don't- we just administrate their, their agency, their healthcare benefits. We don't actually work there. Um, you would have to be- Oh, okay. ... within those time frames. So the next one is definitely held in October, so if you do want to enroll, it would have to be within the next company open enrollment, or you're gonna have to experience a quality life event within the last 30 days. Oh, okay. I mean, um, okay. So you guys can also, um, do the 401k or that comes along with the benefit? No. That, that, um, is something you would have to talk to your staffing agency regarding. We only take care of the enrollment, like actually enrolling you into the healthcare benefits. We don't do the 401k. Oh, okay. Yeah. We don't do that. So I can call this number back in October? Yes. And then that way I can enroll? Correct. Um, but I would honestly, if they didn't tell you last time, I would just put yourself a reminder to let them know around November or call within- Mm-hmm. ... the month of, uh, November to see when the next company open enrollment. 'Cause last year was held in October between the 14th up until the 25th. But those dates might change, but it's definitely in October. But I also recommend, um, ask your staffing agency. Yeah, because I ... think it's important this time. Yeah, 'cause it kinda sucks because, you know, I got, I got hired in November, so technically the open enrollment had passed, you know, before, for us to- for me- Yes, but they give you- ... to, um, apply. They give you, um, your two periods, your personal open enrollment, so if you missed, which you did miss it, um, your personal open enrollment and your company open enrollment. So since you weren't even really working with them, you wouldn't have your personal open enrollment. Yeah, see they didn't tell- Mm-hmm. They didn't tell me that 'cause if I would have been... If they would have told me that, then I would have actually... Yeah, I understand. ... paid attention to them. Yeah. And so... So understandable. Okay. Okay, then, uh, I'll go ahead and handle it through them and then go from there. Thank you so much. Okay, that's fine. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Dental Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, hi. My name's Analilia Rodriguez Garcia and I work for, um, uh, with Partners, um, at a... in a warehouse and I was just, um, 'cause it says, uh, that you guys offer health and wellness. Um, but is that through, uh, you guys, uh, deducting from my paycheck in, in the form of insurance?

Speaker speaker_0: Yes. It's weekly, depending on how many plans you select as well as which one.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you add dependents has a lot to do with how much your weekly deduction is from your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: So it is weekly deductions and it's only healthcare benefits that they offer through Partners Personnel.

Speaker speaker_1: Yes, and, and I, I was interested in, uh, basically in dental and vision. Um, does, do you guys offer that?

Speaker speaker_0: Yes. They offer that.

Speaker speaker_1: Oh, okay. Um, how would I be able to apply 'cause I've already had the 90 days with Partners. Um, is it-

Speaker speaker_0: No, I think it's just-

Speaker speaker_1: ... through you guys or-

Speaker speaker_0: No. It's through your staffing agency which is Partners Personnel. Um-

Speaker speaker_1: Yeah, because they told me I had to call the corporate office but, um-

Speaker speaker_0: You know, should, um-

Speaker speaker_1: Yes.

Speaker speaker_0: ... they should do a phone enrollment over the phone but I would have to see if you're eligible. Uh, if you want I can check to see. What is the last four-

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: ... of your social?

Speaker speaker_1: 4392.

Speaker speaker_0: And your first and last name.

Speaker speaker_1: It should, uh, you should have it as Analilia Rodriguez Garcia.

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

Speaker speaker_1: Yes. My address that you should have on file is 13400 Ellsworth Street, Apartment 717, Moreno Valley, California 92570. Um, no it's 92553. Because I-

Speaker speaker_0: Hm.

Speaker speaker_1: ... I used to live in Perris.

Speaker speaker_0: Upstate?

Speaker speaker_1: My date of birth?

Speaker speaker_0: Yes.

Speaker speaker_1: Um, 12/7/1980. 0-12.

Speaker speaker_0: Okay. Thank you. And I have 951-230-6523 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: I have jjaamm77@gmail.com. Is that up-to-date?

Speaker speaker_1: Hmm. Yeah. I think it's only one m though. I think it's only one. Pretty sure it's one.

Speaker speaker_0: Yes. I only have one on file.

Speaker speaker_1: Yes. It's, uh, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: It's jjaamm77@gmail.com. Yes.

Speaker speaker_0: Gotcha. Okay. Thank you.

Speaker speaker_1: Mm-hmm.

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

Speaker speaker_1: I've been working with them, I will tell you exactly right now what, um, the date, uh, I started 11/18/2024.

Speaker speaker_0: Okay. So, um, to be eligible to enroll into the benefits, you would have to call within the first 30 days of receiving your first check. That's considered your personal open enrollment period. If you pass-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... those dates, which you have, um, you would have to enroll within company open enrollment, um, which is held in the month of August. I'm sorry, not August. It's held in the month of October for Partners Personnel. Um, the last-

Speaker speaker_1: Oh, so this would add a little bit before I got there?

Speaker speaker_0: Yes. Correct. Within the first 30 days-

Speaker speaker_1: Yeah. 'Cause we-

Speaker speaker_0: ... of receiving your first check, um, you would have had to called. Uh, if you passed that period which you did, you would have to wait for the next company open enrollment which is in the month of October for Partners Personnel. But I was gonna ask you, within the last 30 days have you experienced a quality life event like a loss of benefit, getting married, divorce, having a baby or adopting within the last 30 days?

Speaker speaker_1: No.

Speaker speaker_0: Okay.

Speaker speaker_1: No.

Speaker speaker_0: So yeah. You would have to wait for October to come around and for the company to be within company open enrollment. Um, it looks like last year, I know it was held in the month of October but let me see what dates. Um, so it looks like between October 14 up until October 25th. So it's definitely-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... gonna be held in October again.

Speaker speaker_1: Yeah. See, the, the thing is that, uh, the, uh, Partners failed to inform us that, um, that that was gonna happen or that we were supposed to get a message, um, saying that we were-

Speaker speaker_0: Tell-

Speaker speaker_1: ... supposed to apply for benefits. So-

Speaker speaker_0: So, unfortunately-

Speaker speaker_1: ... that's, that's the thing.

Speaker speaker_0: ... we're not... We're, we don't work in Partners Personnel. I'm not really sure.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I know they usually do send reminders, um, but I know it's the staffing agency's responsibility to inform the members. But unfortunately-

Speaker speaker_1: Yeah, they've...

Speaker speaker_0: ... within those 'cause we don't... We're just the administrators. We don't actually work in Partners Personnel. We just administer it.

Speaker speaker_1: Yeah, 'cause... Yeah, 'cause they told, they told me to call corporate and then maybe corporate would've, um, would've did that because, uh, they were supposed to, like, uh, give us the, like, the packet-

Speaker speaker_0: Right.

Speaker speaker_1: ... with all the details and everything. But I never even got the packet. I'm, like, barely asking-

Speaker speaker_0: Yeah. I wouldn't.

Speaker speaker_1: ... um, the, the agency and, like- ... the m- the branch, the branch never called me with that. And so, 'cause I had called them and asked for information and they're like, "We're gonna call you." And they never called me and then I asked the one inside the, um, the warehouse and she's like, "Oh, no. I'll get a packet for you." And, you know, everything and she never got it. And then I called today, and the- the- I called the branch, and the branch had no clue how to get a hold of you guys or anything like that. And then I had the wrong app because I guess they upgraded apps, um, from a-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... different app.

Speaker speaker_0: Um, y- so unfortunately-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... you would have to wait for the next company open enrollment, um, because, like I said, we don't- we just administrate their, their agency, their healthcare benefits. We don't actually work there. Um, you would have to be-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... within those time frames. So the next one is definitely held in October, so if you do want to enroll, it would have to be within the next company open enrollment, or you're gonna have to experience a quality life event within the last 30 days.

Speaker speaker_1: Oh, okay. I mean, um, okay. So you guys can also, um, do the 401k or that comes along with the benefit?

Speaker speaker_0: No. That, that, um, is something you would have to talk to your staffing agency regarding. We only take care of the enrollment, like actually enrolling you into the healthcare benefits. We don't do the 401k.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. We don't do that.

Speaker speaker_1: So I can call this number back in October?

Speaker speaker_0: Yes.

Speaker speaker_1: And then that way I can enroll?

Speaker speaker_0: Correct. Um, but I would honestly, if they didn't tell you last time, I would just put yourself a reminder to let them know around November or call within-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the month of, uh, November to see when the next company open enrollment. 'Cause last year was held in October between the 14th up until the 25th. But those dates might change, but it's definitely in October. But I also recommend, um, ask your staffing agency.

Speaker speaker_1: Yeah, because I

Speaker speaker_0: ... think it's important this time.

Speaker speaker_1: Yeah, 'cause it kinda sucks because, you know, I got, I got hired in November, so technically the open enrollment had passed, you know, before, for us to- for me-

Speaker speaker_0: Yes, but they give you-

Speaker speaker_1: ... to, um, apply.

Speaker speaker_0: They give you, um, your two periods, your personal open enrollment, so if you missed, which you did miss it, um, your personal open enrollment and your company open enrollment. So since you weren't even really working with them, you wouldn't have your personal open enrollment.

Speaker speaker_1: Yeah, see they didn't tell-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: They didn't tell me that 'cause if I would have been... If they would have told me that, then I would have actually...

Speaker speaker_0: Yeah, I understand.

Speaker speaker_1: ... paid attention to them.

Speaker speaker_0: Yeah.

Speaker speaker_1: And so... So understandable. Okay. Okay, then, uh, I'll go ahead and handle it through them and then go from there. Thank you so much.

Speaker speaker_0: Okay, that's fine. You're welcome. Have a nice day.