

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Stephanie. Pardon? Oh, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I need to sign up for benefits. Okay. What's the- For, uh, Versella Staffing. Okay. I'm sorry, what was the name of the staffing? Versella. Okay. Thank you. Versell? Is that who you applied with, the staffing agency? Versella, yes. Okay. Give me one second. Is that the name it goes by? Sometimes there's agencies that go by a different name. I'm not seeing that agency under the agencies that we administrate. Are you sure it goes by that name? Is that who you applied with? It may be Para Staffing. Okay. Yeah, Para. Thank you. They were recently absorbed into Versella. Okay. And then, what are the last four of your Social? 1538. And your first and last name please? Tara Lutton. For security purposes, Tara, could you please verify your address and your date of birth for me? Uh, 10670 14th Avenue Southwest, Seattle, Washington 98146. And date of birth is 2/6/96. What were the first numbers of your address? 10670. Did you recently move from that address? 'Cause I have a different one. Is it 11428? Yes. Can you give me that- Okay, yeah, we recently moved at the beginning of October. Um, could you give me that full address? The 11428? 11428 35th Avenue Southwest, Seattle, Washington 98146. Thank you. Um, do you want me to go ahead and update that for you? Yes, please. What was that new address? 10670. Mm-hmm. Apartment 517. Oh, wait, sorry. 14th Avenue Southwest. I was gettin' ahead of myself. Uh-huh. Apartment 517. Okay. Seattle, Washington 98146. Okay, thank you. Okay. Is your phone number still the 256-906... I'm sorry. 256- No, it's the same. 960-8313? No, the same. Is this the one that you're calling from now? The 206- Yes. ...280-0642? Okay, thank you. And then, what about your email? Is it still your first name.a.lastname@gmail.com? Yes. Okay, thank you. Okay. In the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted? Loss of benefits. Loss of benefits? Okay. So in that case, right now I'm not able to enroll you into any benefits because you're outside your personal open enrollment as well as your company open enrollment period. But if you experience a quality-of-life event, like the ones I just mentioned, we can go ahead and send you an email. And you would have to attach any type of evidence that you have saying that you have lost benefit within the last 30 days. The main office will review that and we should be giving you a callback to let you know if you're eligible. Um- Okay. ... but I can go ahead and send you those, those documents to your email. You would just have to- Good, good. ... send them back to us. Mm-hmm. Okay. Okay. Give me one second. I'm gonna go ahead and do that. Do you mind getting put in a brief hold? Not at all. Okay, thank you. I feel like just going banging, and then everything goes on. Yeah? Oh, no. I'm sorry. Do you want to get it with me? Okay. Now, does that sound right that you're using? Hey. Thank you for your hold. I went ahead and emailed you the Quality Life Event email. Um, do you mind verifying to see if you have

received it? Yeah, one sec. Yes, I did. Okay. So, from there, you just have to attach those documents and send them back to us, okay? And then we'll let you know- Okay. ... uh, if... Did you have any more questions? No. But what is the, uh, I guess to save us some paperwork, what is the, um, qualifying event is gonna be- Like, yeah. ... more than 30 days ago here in a few days? So, I would try to submit that as soon as I can, 'cause they do look for those 30 days specifically. If it's passing that- Okay. ... you won't be eligible, so I would try to do it as soon as you can. Okay. Okay? Yes, ma'am. All right. Well, thank you. That's what I needed. You're welcome. I hope you have a great day. Thank you for your time. You, too. Thank you. Have a nice day. You, too. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Stephanie.

Speaker speaker_2: Pardon?

Speaker speaker_1: Oh, thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, I need to sign up for benefits.

Speaker speaker_1: Okay. What's the-

Speaker speaker_2: For, uh, Versella Staffing.

Speaker speaker_1: Okay. I'm sorry, what was the name of the staffing?

Speaker speaker_2: Versella.

Speaker speaker_1: Okay. Thank you. Versell? Is that who you applied with, the staffing agency?

Speaker speaker_2: Versella, yes.

Speaker speaker_1: Okay. Give me one second. Is that the name it goes by? Sometimes there's agencies that go by a different name. I'm not seeing that agency under the agencies that we administrate. Are you sure it goes by that name? Is that who you applied with?

Speaker speaker_2: It may be Para Staffing.

Speaker speaker_1: Okay. Yeah, Para. Thank you.

Speaker speaker_2: They were recently absorbed into Versella.

Speaker speaker_1: Okay. And then, what are the last four of your Social?

Speaker speaker_2: 1538.

Speaker speaker_1: And your first and last name please?

Speaker speaker_2: Tara Lutton.

Speaker speaker_1: For security purposes, Tara, could you please verify your address and your date of birth for me?

Speaker speaker_2: Uh, 10670 14th Avenue Southwest, Seattle, Washington 98146. And date of birth is 2/6/96.

Speaker speaker_1: What were the first numbers of your address?

Speaker speaker_2: 10670.

Speaker speaker_1: Did you recently move from that address? 'Cause I have a different one.

Speaker speaker_2: Is it 11428?

Speaker speaker_1: Yes. Can you give me that-

Speaker speaker_2: Okay, yeah, we recently moved at the beginning of October.

Speaker speaker_1: Um, could you give me that full address? The 11428?

Speaker speaker_2: 11428 35th Avenue Southwest, Seattle, Washington 98146.

Speaker speaker_1: Thank you. Um, do you want me to go ahead and update that for you?

Speaker speaker_2: Yes, please.

Speaker speaker_1: What was that new address?

Speaker speaker_2: 10670.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Apartment 517. Oh, wait, sorry. 14th Avenue Southwest. I was gettin' ahead of myself.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Apartment 517.

Speaker speaker_1: Okay.

Speaker speaker_2: Seattle, Washington 98146.

Speaker speaker_1: Okay, thank you. Okay. Is your phone number still the 256-906... I'm sorry. 256-

Speaker speaker_3: No, it's the same.

Speaker speaker_1: 960-8313?

Speaker speaker_3: No, the same.

Speaker speaker_1: Is this the one that you're calling from now? The 206-

Speaker speaker_3: Yes.

Speaker speaker_1: ...280-0642? Okay, thank you. And then, what about your email? Is it still your first name.a.lastname@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, thank you. Okay. In the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_3: Loss of benefits.

Speaker speaker_1: Loss of benefits? Okay. So in that case, right now I'm not able to enroll you into any benefits because you're outside your personal open enrollment as well as your company open enrollment period. But if you experience a quality-of-life event, like the ones I just mentioned, we can go ahead and send you an email. And you would have to attach any type of evidence that you have saying that you have lost benefit within the last 30 days. The main office will review that and we should be giving you a callback to let you know if you're eligible. Um-

Speaker speaker_3: Okay.

Speaker speaker_1: ... but I can go ahead and send you those, those documents to your email. You would just have to-

Speaker speaker_3: Good, good.

Speaker speaker_1: ... send them back to us. Mm-hmm. Okay.

Speaker speaker_3: Okay.

Speaker speaker_1: Give me one second. I'm gonna go ahead and do that. Do you mind getting put in a brief hold?

Speaker speaker_3: Not at all.

Speaker speaker_1: Okay, thank you.

Speaker speaker_4: I feel like just going banging, and then everything goes on.

Speaker speaker_1: Yeah? Oh, no. I'm sorry.

Speaker speaker_4: Do you want to get it with me? Okay. Now, does that sound right that you're using?

Speaker speaker_1: Hey. Thank you for your hold. I went ahead and emailed you the Quality Life Event email. Um, do you mind verifying to see if you have received it?

Speaker speaker_4: Yeah, one sec. Yes, I did.

Speaker speaker_1: Okay. So, from there, you just have to attach those documents and send them back to us, okay? And then we'll let you know-

Speaker speaker_4: Okay.

Speaker speaker_1: ... uh, if... Did you have any more questions?

Speaker speaker_4: No. But what is the, uh, I guess to save us some paperwork, what is the, um, qualifying event is gonna be-

Speaker speaker_1: Like, yeah.

Speaker speaker_4: ... more than 30 days ago here in a few days?

Speaker speaker_1: So, I would try to submit that as soon as I can, 'cause they do look for those 30 days specifically. If it's passing that-

Speaker speaker_4: Okay.

Speaker speaker_1: ... you won't be eligible, so I would try to do it as soon as you can.

Speaker speaker_4: Okay.

Speaker speaker_1: Okay? Yes, ma'am.

Speaker speaker_4: All right. Well, thank you. That's what I needed.

Speaker speaker_1: You're welcome. I hope you have a great day. Thank you for your time.

Speaker speaker_4: You, too. Thank you.

Speaker speaker_1: Have a nice day.

Speaker speaker_4: You, too. Bye-bye.