

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? Stephanie, good morning. How are you today? Hey. Good morning. Thank you. How about you? I'm good, thank you. I have a question regarding a health insurance. Okay. Yes, ma'am. How can I help you? So I want to know how can I get a health insurance? So you, we can do an enrollment over the phone. I would have to check first to see if you're eligible. Um, what- Okay. ... staffing agency are you currently with? Coworx. Did you say Crown? No, Coworx. Okay. Was that the- Coworx. Coworx. Is that the, um, agency that you applied with? Yes. Okay, give me one second. Hmm, I don't think I'm seeing that agency. Um, spell that for me. Let me make sure I'm looking at the right one. Okay. C-O-W-O-R-X. Coworx. Okay, give me one, one second. Mm-hmm. I think it was- Hmm. ... it was Coworx or Luxury Method, Method, I mean. Okay. 'Cause with the first thing that you gave me, we don't have a staffing agency under that name. What was the second name? Yeah. Luxury, L-U-X-U-R-Y, and then separate word Method, M-E-T-H-O-D. Okay. You know, I had a client services... The email, the email Coworx services at coworxstaffing.com. Hmm. Okay. Is it the- the name of the company is C-O and then separate word, W-O-R-X, Coworx. Yeah. Yeah. C-O-W-O-R-X. Yeah, we don't have a agency under that name. What was the second agency name that you gave me? It says that one is/Luxury Method, Methods, L-U-X-U-R-Y M-E-T-H-O-D as in David. Okay. So, the only one that we have that starts with a L- Mm-hmm. ... would be Lloyd Staffing. L-W- What other, what other, what other, um, staffing agencies do you have? Let me see. Do you have other name? Carlton Staffing, Clinical Staffing, Creative Circle, Crown Services. Those are the ones that start with a C. And then with a L, we have, give me one second. Because I got this phone number from Coworx. He just called this number for the benefits. Call this number. That's, that's where I got the number from. Yeah. Because sometimes some staffing agency, they go by a different name. Um- Oh, I see. Yeah. So that's why I was asking is it may go by a different name. Um, 'cause those two names that you gave me, we don't have under the agencies that we administrate. So it might actually go by a different name. Um, I'm not sure if you wouldn't mind maybe asking them. Luxury Method, Coworx Staffing. Because I do need, because we do need the correct name of the agency. Since we administrate different ones, we would have to find the right one. Mm-hmm. And then, um, we don't have anything under those two agencies that you gave me. So I believe it might go by a different name. I would ask about the name of the staffing agency. Because those two, I'm not seeing at all. Submit your enrollment election. What is your phone number there? I'm sorry that I reach you 'cause I just got, I just got the, the email that I got for the extended deadline for the 2025 open enrollment. And this is to meet your enrollment election. The phone number they have here is 888-471-9673. Okay, I apologize. So I just got done asking, and we used to administrate that

agency, but we no longer- Oh, not anymore? Yes, ma'am. Oh. We're no longer accepting enrollments for them. Um, but I could provide a phone number that you could contact. I have it right here. I would really, I would really, really appreciate it. I would really appreciate if you do that for me, please. Okay, thank you. Um, let me know when you're ready. I'm ready. It's going to be 833... Uh-huh. 599-2831. Okay. Well, thank you so much and have a wonderful day. You're welcome. Have a nice day. Mm-hmm. Bye-bye.

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: Stephanie, good morning. How are you today?

Speaker speaker_0: Hey. Good morning. Thank you. How about you?

Speaker speaker_1: I'm good, thank you. I have a question regarding a health insurance.

Speaker speaker_0: Okay. Yes, ma'am. How can I help you?

Speaker speaker_1: So I want to know how can I get a health insurance?

Speaker speaker_0: So you, we can do an enrollment over the phone. I would have to check first to see if you're eligible. Um, what-

Speaker speaker_1: Okay.

Speaker speaker_0: ... staffing agency are you currently with?

Speaker speaker_1: Coworx.

Speaker speaker_0: Did you say Crown?

Speaker speaker_1: No, Coworx.

Speaker speaker_0: Okay. Was that the-

Speaker speaker_1: Coworx. Coworx.

Speaker speaker_0: Is that the, um, agency that you applied with?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, give me one second. Hmm, I don't think I'm seeing that agency. Um, spell that for me. Let me make sure I'm looking at the right one.

Speaker speaker_1: Okay. C-O-W-O-R-X. Coworx.

Speaker speaker_0: Okay, give me one, one second.

Speaker speaker_1: Mm-hmm. I think it was-

Speaker speaker_0: Hmm.

Speaker speaker_1: ... it was Coworx or Luxury Method, Method, I mean.

Speaker speaker_0: Okay. 'Cause with the first thing that you gave me, we don't have a staffing agency under that name. What was the second name?

Speaker speaker_1: Yeah. Luxury, L-U-X-U-R-Y, and then separate word Method, M-E-T-H-O-D.

Speaker speaker_0: Okay.

Speaker speaker_1: You know, I had a client services... The email, the email Coworx services at coworxstaffing.com.

Speaker speaker_0: Hmm. Okay.

Speaker speaker_1: Is it the- the name of the company is C-O and then separate word, W-O-R-X, Coworx.

Speaker speaker_0: Yeah. Yeah. C-O-W-O-R-X. Yeah, we don't have a agency under that name. What was the second agency name that you gave me?

Speaker speaker_1: It says that one is/Luxury Method, Methods, L-U-X-U-R-Y M-E-T-H-O-D as in David.

Speaker speaker_0: Okay. So, the only one that we have that starts with a L-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... would be Lloyd Staffing. L-W-

Speaker speaker_1: What other, what other, what other, um, staffing agencies do you have? Let me see. Do you have other name?

Speaker speaker_0: Carlton Staffing, Clinical Staffing, Creative Circle, Crown Services. Those are the ones that start with a C. And then with a L, we have, give me one second.

Speaker speaker_1: Because I got this phone number from Coworx. He just called this number for the benefits. Call this number. That's, that's where I got the number from.

Speaker speaker_0: Yeah. Because sometimes some staffing agency, they go by a different name. Um-

Speaker speaker_1: Oh, I see. Yeah.

Speaker speaker_0: So that's why I was asking is it may go by a different name. Um, 'cause those two names that you gave me, we don't have under the agencies that we administrate. So it might actually go by a different name. Um, I'm not sure if you wouldn't mind maybe asking them.

Speaker speaker_1: Luxury Method, Coworx Staffing.

Speaker speaker_0: Because I do need, because we do need the correct name of the agency. Since we administrate different ones, we would have to find the right one.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then, um, we don't have anything under those two agencies that you gave me. So I believe it might go by a different name. I would ask about the name of the staffing agency. Because those two, I'm not seeing at all.

Speaker speaker_1: Submit your enrollment election. What is your phone number there? I'm sorry that I reach you 'cause I just got, I just got the, the email that I got for the extended deadline for the 2025 open enrollment. And this is to meet your enrollment election. The phone number they have here is 888-471-9673.

Speaker speaker_0: Okay, I apologize. So I just got done asking, and we used to administrate that agency, but we no longer-

Speaker speaker_1: Oh, not anymore?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh.

Speaker speaker_0: We're no longer accepting enrollments for them. Um, but I could provide a phone number that you could contact. I have it right here.

Speaker speaker_1: I would really, I would really, really appreciate it. I would really appreciate if you do that for me, please.

Speaker speaker_0: Okay, thank you. Um, let me know when you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: It's going to be 833...

Speaker speaker_1: Uh-huh.

Speaker speaker_0: 599-2831.

Speaker speaker_1: Okay. Well, thank you so much and have a wonderful day.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Mm-hmm. Bye-bye.